

Assessment Procedure

Signalling Training and Competency

CRN ST 111

WORK SAFELY IN A LIVE SIGNAL LOCATION

Version 1.1

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Owner: Principal Signal Engineer

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Document control

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Summary of changes from previous version

Section	Summary of change

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1 CRN ST 111A – Work Safely in a Live Signal Location

This unit covers the procedure and the current requirements for the authorisation of personnel to work safely in a live signal location.

1.1 Elements	1.2 Performance Criteria
1 – Pre Requisites	Refer to Signals Competency Standard CRN ST 110
2 – Application	<p>Candidate submits request for authorisation for work safely in a Live Signal Location</p> <p>Prior to assessment, candidates will submit</p> <ul style="list-style-type: none"> • Portfolio of documentary evidence of appropriate training and qualifications held, and • Copies of log book pages showing relevant on-track experience (or in default, a verified CV extract showing when the relevant experience was achieved) as described in CRN ST 002
3 – Assessment Requirements	<p>the candidate shall be able to:</p> <ul style="list-style-type: none"> • Demonstrate Technical competencies as described in Signals Competency Standard CRN ST 110 • Demonstrate Behavioural Competencies as described in Engineering Manual Signals Competency Assessment Procedure CRN ST 111B
<p>4 – Assessment</p> <p style="text-align: right;">Desktop assessment</p> <p style="text-align: right;">Hands-on assessment</p>	<p>The assessment is in two parts:</p> <ul style="list-style-type: none"> • By review of the Candidate's portfolio of Evidence and by responses to questioning by the assessor, they demonstrate knowledge and understanding of Carry out an Inspection in a Live Signal location, <p>and</p> • Candidate demonstrates ability to undertake Carry out an Inspection in live signal locations as described in the Signals Competency Assessment Tool CRN ST 102
5 – Competence Assessor	These requirements shall be assessed and certified by persons having the requisite assessment qualifications (i.e. Cert IV TAE40110 or equivalent).

<p>6 – Assessment Outcomes</p>	<p>Based on the evidence provided in the documentary materials provided, the desktop assessment and the hands-on assessment, the candidate is assessed to be</p> <ul style="list-style-type: none"> • Not ready for assessment <p>The candidate was not adequately prepared for the assessment, lacks prerequisites or requires significant additional training and experience.</p> <p>These deficits should be addressed before re-applying for assessment.</p> <ul style="list-style-type: none"> • Not yet competent <p>The candidate lacks one or more elements to be assessed competent.</p> <p>The candidate may be reassessed on the missing elements, as soon as they can be prepared.</p> <ul style="list-style-type: none"> • Competent to work under supervision <p>The candidate has demonstrated all prerequisites and skills at a basic level, but has not shown a sufficient level of mastery to be able to perform effectively without guidance.</p> <p>Competence can be granted on the basis of a satisfactory supervisor's report, following a period of work under supervision.</p> <ul style="list-style-type: none"> • Competent <p>The candidate has satisfied all requirements.</p>
<p>7 – Candidate debriefing</p>	<p>Assessor debriefs the candidate on the outcomes of the assessment, the elements (if any) in which they were found to be not yet competent, and their options for future re-assessment or appealing the outcome.</p>
<p>8 – Reporting and Records</p>	<p>Assessor arranges for notification to the candidate's supervisor and, if the candidate was assessed competent, the issue of a Statement of Competency and advice to the Principal Signal Engineer to enable updating of CRN ST 003.</p>
<p>9 – Reference documents</p>	<p>CRN ST 110 Work safely in a Live Signal Location Competency Standard</p> <p>CRN ST 112 Work Safely in a Live Signal Location Assessment Tool</p> <p>Signals Authorised Person Statement of Competency</p>

2 CRN ST 111B – Behavioural Competency Assessment

The behavioural competency assessment process is to be used in conjunction with the Technical competency assessment process for Working Safely in a Live Signal Location CRN ST 111A.

2.1 Behavioural Competencies

The behavioural competency requirements for CRN ST 111 are as follows:

Competency	Descriptor	Benchmarked Score
Adhering to Principles and Values	Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.	3 or higher
Planning and Organising	Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.	3 or higher
Following Instructions and Procedures	Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.	3 or higher
Adapting and Responding to Change	Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.	2 or lower
Coping with Pressures and Setbacks	Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.	3 or higher

2.2 Competency Rating Scale

A five point rating scale is used for the assessment of behavioural competencies.

Note: whilst 3 is typically the benchmarked score required for each of the Work Safely in a live Signal location competencies, for the competency of adapting and responding to change, a lower benchmark score is preferred. If a candidate scores 3 or higher in this, supervisor reports should be conducted to verify that the candidates' ability to respond to change and integrate new ideas does not compromise their tendencies to follow instructions and procedures.

1	2	3	4	5
				
Significantly lower than required benchmark	Lower than Benchmark	Meets Benchmark	Exceeds Benchmark to be a strength	Significantly exceeds benchmark to be a strength
Not likely to be a strength	Less likely to be a strength	Likely to be a strength	Quite likely to be a strength	Very likely to be a strength

2.3 Assessment Methodology

Assessment in this competency is undertaken using one, or a combination of the following methods

- a) Candidate completion of the SHL Occupational Personality Questionnaire (OPQ). This questionnaire is used throughout the world and has been designed to identify an individual's most likely patterns of behaviour. (See the use of OPQ in behavioural assessment background document)
- b) Behavioural Interview conducted with candidate's supervisor
- c) Behavioural interview conducted with candidate

2.4 Behavioural Assessment Process Stages

- d) Candidate completes the on line OPQ.
- e) Normative data is analysed and indicative benchmarks recorded.
- f) Indicators that are not consistent with profile benchmarks are explored further with the candidates' current or recent supervisor (see supervisor form no.xxxxx) and data is evaluated accordingly.
- g) Where inconsistencies still exist, behavioural interview is conducted with the candidate and results evaluated.
- h) Behavioural competencies are rated and assessment process finalised.
- i) If the candidate does not meet the profile benchmarks, a development plan is put in place and the candidate is re-assessed quarterly using supervisor report mechanism.
- j) If the candidate meets the profile benchmarks a Behavioural Competency Assessment report is produced and included in portfolio of evidence. (TMG SCS02 Competency Assessment Report No. XXXX)

Competency	Descriptor	Supervisor Questions	Candidate Questions
<p>Adhering to Principles and Values</p>	<p>Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.</p>	<p>Can you provide examples of where you have seen the candidate demonstrate strong commitment to ethics and values?</p> <p>Have you ever seen the reverse behaviour?</p>	<p>Can you provide an example of where you have had to demonstrate strong commitment to a particular value or ethical standards?</p> <p>Have you ever been in a situation where you have had to compromise your values?</p> <p>How did you react to this?</p> <p>What actions did you take?</p>
<p>Planning and Organising</p>	<p>Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.</p>	<p>Please provide examples of where the candidate uses planning and organising methods, tools and resources to manage their work?</p> <p>Can you think of an example where their planning had to take account of changing circumstances and where they were able to do this?</p>	<p>Describe some of the tools you use to plan and organise your work?</p> <p>Can you provide an example of when your planning was upset by unforeseen circumstances?</p> <p>How did you adjust?</p>

Competency	Descriptor	Supervisor Questions	Candidate Questions
<p>Following Instructions and Procedures</p>	<p>Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.</p>	<p>Can you provide examples of where the candidate has had to challenge authority when asked to follow an instruction?</p> <p>How did they approach this?</p> <p>Can you provide information about the candidate's punctuality, and commitment?</p> <p>Can you provide information about the candidate's compliance with the safety requirements of this role?</p>	<p>Can you tell us about a time where you had to question an instruction or procedure because you felt it was incorrect?</p> <p>How did you approach this?</p> <p>What was the result?</p>
<p>Adapting and Responding to Change</p>	<p>Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.</p>	<p>Can you comment on the candidate's ability to adjust to changing circumstances?</p> <p>Can you think of an example where you have observed this behaviour?</p>	<p>Can you tell us about a time when you had to adapt your approach due to a changing circumstance?</p> <p>How did you make the decision to change the approach?</p> <p>What was the outcome?</p>
<p>Coping with Pressures and Setbacks</p>	<p>Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.</p>	<p>Can you provide example of where the candidate has had to deal with high pressure situations and comment on how they behaved in these?</p>	<p>Tell me about the most high pressure situation you have faced at work?</p> <p>How did you deal with this pressure?</p>

2.5 Behavioural Competency Assessment Report

Working in Live Signalling Locations –

Behavioural Competency Assessment

Candidate Name: Joe Blogs
 Report Prepared By: Bee Checker
 Role: Signal Engineer, John Holland - CRN
 Date: Friday 3rd December, 2010

This report is provided as evidence of assessment of the behavioural competency of the candidate to undertake work in live signalling locations.

Occupational Personality Questionnaire was completed on 22nd November, 2010 and the outcome of this assessment indicated that the following competencies needed to be validated via a Supervisors report:

Behavioural Competencies Assessed– Working in Live Locations

		Candidate Overall Rating
Adhering to Principles and Values	Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.	Exceeds Criteria
Planning and Organising	Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.	Meets criteria
Following Instructions and Procedures	Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.	Meets criteria

		Candidate Overall Rating
Adapting and Responding to Change	Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.	Meets criteria
Coping with Pressures and Setbacks	Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.	Exceeds criteria

Supervisors follow up report was conducted with Tee Rex (Commissioning Engineer, Sulphide Junction Project) on Tuesday 30th November to explore the competency of Planning and Organising. Mr Rex provided examples that he had observed of Joe Blogs planning and organising resources required to undertake work tasks and being able to organise his time to complete work.

This competency has been assessed as meeting criteria.