RISSB
RAIL INDUSTRY SAFETY AND STANDARDS BOARD

Recruitment and training of network control officers

Code of Practice

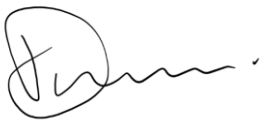
This Rail Industry Safety and Standards Board (RISSB) product has been developed using input from rail experts from across the Rail Industry. RISSB wishes to acknowledge the positive contribution of all subject matter experts and development group representatives who participated in the development of this product.

The RISSB Development Group for this Code of Practice consisted of representatives from the following organizations:

ARC Infrastructure	Roy Hill	Central Queensland University
ARTC	Aurizon	DIT SA
UGL Regional Linx	Queensland Rail	Metro Trains
KDR Adelaide	General interest parties	

Development of this Code of Practice was undertaken in accordance with RISSB's accredited processes. It was approved by the Development Group, endorsed by the Safety and Operations Standing Committee, and approved for publication by the RISSB Board.

I commend this Code of Practice to the Australasian rail industry as it represents industry good practice and has been developed through a rigorous process.



Damien White
Chief Executive Officer
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To maintain their currency, Codes of Practice developed by RISSB are periodically reviewed, and new editions are published when required. Between editions, amendments can be issued.

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RISSB welcomes suggestions for improvements and asks readers to notify us immediately of any apparent inaccuracies or ambiguities, please contact us via email at info@rissb.com.au or write to Rail Industry Safety and Standards Board, PO Box 518, Spring Hill, QLD 4004, Australia.

RISSB products can be found at: http://www.rissb.com.au/products/.

Document history

Publication version	Date	Reason for and extent of changes
1.0	25 August 2023	First release

Approval

Name	Date
Rail Industry Safety and Standards Board	25 August 2023

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1 Introduction

1.1 Preface

Network control officers (NCOs) play a significant role in the safe operation of a rail network. Using various tools, NCOs manage rail traffic movements remotely, providing multiple levels of protection to workers entering the rail corridor. This role can be stressful and demanding and, therefore, requires personnel with a wide range of skills and abilities to manage the rail network safely and effectively.

1.2 Purpose

The objective of this Code of Practice (CoP) is to provide NCO employers with a risk-based set of performance criteria that will assist them in training NCOs and providing guidance on how to maintain their competence and gain proficiency in the management of rail traffic movements and the protection of workers entering the rail corridor.

When developing training programs for NCOs, the RTO should apply the requirements in this CoP along with the requirements outlined within TLI40921 – Certificate IV in Rail Network Control or equivalent.

1.3 Scope

This CoP covers the following areas:

a) Roles and tasks of an NCO.

b) Human factors.

c) Recruitment.

d) Training:

   i. Key principles of safe railway operation.

   ii. Risk based training needs analysis.

   iii. Training methods.

   iv. Trainer and mentor requirements.

   v. Courseware (standardization).

e) Assessment of competency and proficiency:

   i. Classroom assessments.

   ii. Simulator assessments.

   iii. Live environment assessments.

   iv. Area of control specific assessments.

f) Maintenance of competency:

   i. Collection and recording of evidence of currency, training, inspections, and observations of required tasks.

   ii. Reaccreditation:

      i. Periodic.

      ii. Post incident.

      iii. Extended absences.

g) Reviewing of training and assessment materials.

1.4 Out of scope

This CoP does not include requirements, recommendations or guidance relating to:

a) safety critical communications[1];

b) management of network control centres;

c) safeworking rules or documentation;

d) health and medical requirements.

1.5 Terms, definitions and abbreviated terms

For the purpose of this document, the following terms and definitions apply:

area of control

equipment used to manage rail traffic movements over a specific area by an NCO. Also known as a panel, desk, or control board

enterprise accreditation

accreditation issued by an RTO that applied to that RTO only

fundamental operating principle

fundamental objective that describes the foundation of a system for achieving a safe outcome

network control officer (NCO)

competent person who authorizes, and may issue, occupancy authorities, and who manages rail traffic paths to ensure the safe and efficient transit of rail traffic in the network. It may also be known as a train controller, area controller, network controller, rail controller, or signaller

rail transport operator (RTO)

rail infrastructure manager, rolling stock operator, or someone who is both a rail transport operator and a rail infrastructure manager[2]

risk based training needs analysis (RBTNA)

structured process that identifies business requirements (such as recruitment criteria and training needs) for technical, non-technical skills and observable behaviours, the systems and tools used in performing the tasks, the context in which the role is performed, and the risks associated with every task and activity as identified

workstation

location from where an NCO manages rail traffic movements. Includes all equipment used by an NCO, including areas of control, communications equipment, and database management systems

Generic rail industry terms and definitions are provided in the RISSB Glossary https://www.rissb.com.au/products/glossary/

The Macquarie Dictionary definition applies where terms are not defined within the RISSB Glossary or above.

[1] Safety critical communications are covered in the RISSB Code of Practice Safety critical communications
[2] As per *Rail Safety National Law (South Australia) 2012,* Schedule – Rail Safety National Law