

RAIL TRANSPORT CAREER PATHWAYS



visit our website at www.logisticstc.asn.au



acknowledgements

The Logistics Training Council would like to thank all those involved with the production of this resource.

A steering committee, consisting of educators and industry representatives from different aspects of the transport sector, has assisted with the formation of this guide to ensure that the information is accurate and that it addresses the needs of the intended audience. Thank you to all those on the steering committee for their contribution.

There is a shared vision to see a greater level of workforce participation and engagement across all sectors in Transport and Logistics. This is further assisted by working partnerships with training providers and other government agencies.

We are grateful to local industry for its continued support in raising the profile of our growing industry sectors, by providing information and images, and allowing access to staff for case studies.

We especially acknowledge the following companies for their individual contribution.

Aurizon

Australian Rail, Tram and Bus Union WA Branch

Brookfield Rail

Cooperative Bulk Handling

Fortescue Metals Group

Genesee & Wyoming

John Holland

Pacific National

Public Transport Authority

Railtrain

Rio Tinto

Watco

This is the fourth in a series of career pathways booklets which have been produced by the Logistics Training Council. "Supply Chain Career Pathways", "Road Transport Career Pathways" and "Aviation Career Pathways", can be found on our website.

www.logisticstc.asn.au

Disclaimer: The information contained in this publication may change and should be used only as a guide.

contents

INTRODUCTION	3
INFRASTRUCTURE	5
Signalling and Communication Systems.....	6
Track Infrastructure	6
Asset Management	7
Engineering Roles	7
Examples of Job Roles in Infrastructure.....	7
Career Progression Opportunities	8
OPERATIONS.....	10
Service Planning and Timetabling.....	11
Customer Service	11
Network Control.....	11
Service Delivery	12
Rollingstock	12
Examples of Job Roles in Operations.....	12
FREIGHT SERVICES	13
Rail Terminals.....	13
Customer Service	13
How to Become a Freight Train Driver.....	14
Career Progression Opportunities	16
PASSENGER SERVICES.....	18
Customer Service	18
Security Operations.....	19
How to Become a Trainee Railcar Driver	19
Career Progression Opportunities	21
BUSINESS SUPPORT	22
Administrative Roles	23
Corporate Affairs (Marketing)	23
Finance and Commercial	23
Human Resources (People Management).....	23
Occupational Safety and Health (OS&H)	23
Information and Communication Technology (ICT).....	24
Procurement and Contract Management	24
Rail Safety Management/Compliance.....	24
Training and Assessment.....	24
Examples of Job Roles in Business Support	24
Career Progression Opportunities	26
RAIL SAFETY	28
Medical Assessment.....	28
Track Access.....	28
CAREER PATHWAYS	30
STUDY OPTIONS	31
ADDITIONAL TRAINING.....	32
FUTURE DIRECTIONS	32
USEFUL LINKS.....	32



Phone: (08) 9388 8781

Fax: (08) 9388 8784

E-mail: logistics@logisticstc.asn.au

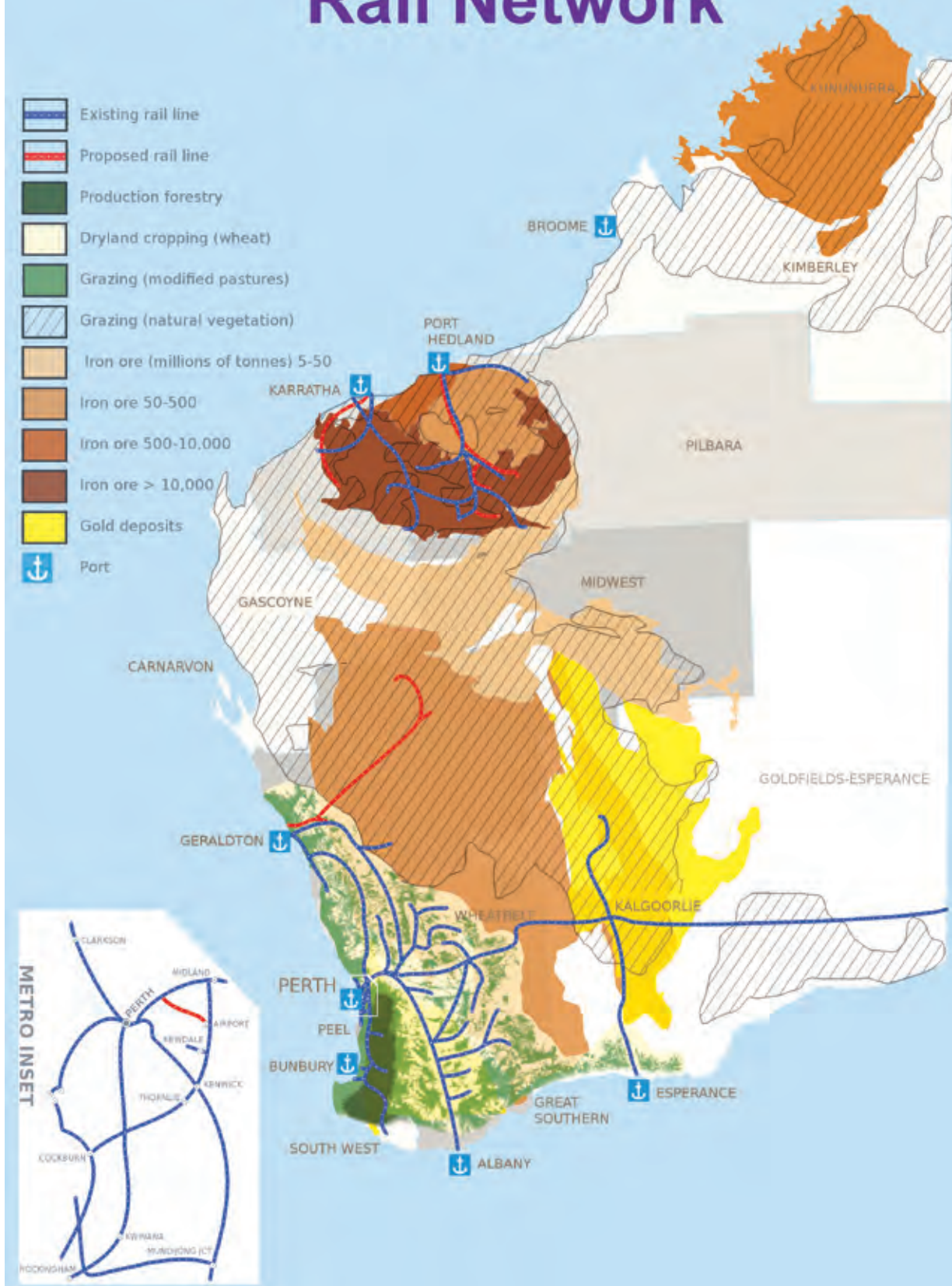
Web: www.logisticstc.asn.au

PO Box 7033
SHENTON PARK WA 6008

17 Lemnos Street
SHENTON PARK WA 6008



Western Australian Rail Network



introduction

The Australian rail industry is vibrant and diverse and provides numerous career opportunities across a wide range of occupations. It plays a vital role in the transport supply chain and the economic development of Australia.

The industry comprises many different organisations including rail operators (both freight and passenger), track managers, manufacturers, suppliers, maintenance and construction contractors, mining companies, logistics providers and other companies providing support to the industry.

In this guide, the rail industry is divided into Passenger Services and Freight Services, with the following main business units operating across both sectors. Job opportunities and case studies will focus mainly on these sectors.

- **Infrastructure** - the permanent way, tracks, stations, freight facilities, viaducts, bridges, tunnels, signals and communications.
- **Rail operations** - the day-to-day processes required to operate a rail network, including both passenger services and freight services.
- **Business support** – business units which extend across all areas of rail.

Who can use this guide?

This guide will assist you in identifying some great career opportunities available in rail transport. New entrants and job seekers, including school students, will be able to find useful information on job roles and requirements within the industry. Our objective is to give you a clear understanding of what takes place in rail transport.

Where can I end up?

There are many opportunities that a career in rail transport can offer. How far you want to go is up to you. Many skills are transferrable from other industries, and can be applied in this sector. Similarly skills gained in rail transport can be applied to other sectors.

How do I get there?

There are multiple entry points into rail transport depending on your level of skills and experience. As career pathways are not always straightforward, this guide will feature the experiences of a range of people at various stages in their careers.

The safety of the general public and all those employed in the rail industry is paramount, so there are regulations and procedures in place to protect everyone involved. These include requirements for staff and contractors accessing the track (track accreditation) as well as medical assessments. Age restrictions may also apply. More detailed information can be found on Page 28 of this guide.



Traineeships

Traineeships provide an opportunity to gain practical experience and training whilst earning a wage. Upon completion of relevant training, which can be full-time or part-time or a combination of both, you can receive a nationally recognised qualification. Traineeships are available in Rail Operations and Rail Infrastructure, as well as non-trades areas such as Business Administration. On completion, there is also the option to pursue further study, either on a full-time or part-time basis.

Graduate and Under Graduate Programs

Large rail companies offer graduate programs in a number of disciplines, eg engineering; information technology; human resources and the environment. Such programs may involve rotations through the organisation over a period of time so graduates can gain a solid understanding of the business. Graduates are usually mentored by experienced staff and given training and responsibility to challenge them, as well as the opportunity to experience a number of different facets of the business. Engineering graduates may be trained in specialisations required for application of their qualifications to rail.

Some organisations also offer undergraduate programs (internships) for current university students studying full-time in disciplines relevant to their business needs. Such programs may include financial support and full-time work during university semester breaks. At the completion of a degree, there may be the option to apply to become a graduate employee with the organisation. Sound academic results and the ability to work in a team environment are required for these programs.

Apprenticeships

There are many apprenticeships available in the rail industry. Apprentices are usually engaged through a training contract in a trade, identified under the Australian Qualification Framework. This includes trades such as electrician; welder; boilermaker; metal fabricator; mechanical fitter and metal machinist. School-based apprenticeships may also be available. School-based apprentices do not accumulate sick leave or holidays, but on satisfactory completion of school will automatically convert to a full-time apprenticeship.

Diversity in Rail

Diversity is about creating a workplace that recognises the unique contributions and perspectives of employees, as well as clients, customers and the community. The rail industry has initiatives in place to attract and recruit a diverse workforce and maintain diversity in the existing workforce. These include providing indigenous employment programs for traineeships and trades; mentoring support for indigenous workers; and programs to encourage more women into the male dominated workforce through flexible work practices.

Such practices may include raising cultural awareness, rotating rosters, flexible starting and finishing times, home-based work, part-time opportunities, job sharing and flexible return to work programs. Maternity, study, parental, long-service and carers' leave may also be offered by some organisations.

The rail industry operates 24 hours a day 7 days a week so shift work is commonplace.





infrastructure



**staying on
track**

infrastructure

Rail infrastructure is a vital component of the rail sector. It involves the construction and regular maintenance of infrastructure assets and equipment including track, tunnels, level crossings, bridges, platforms, land around the track and other facilities which allow passenger and freight trains to run safely and efficiently.

Rail in WA consists of 5,500 km standard, narrow and dual gauge regional network which extends from Geraldton in the north, to Leonora and Kalgoorlie in the east, and south to Esperance, Albany and Bunbury, operated by Brookfield Rail; the Electrified Urban Passenger Network maintained by the Public Transport Authority, the interstate standard gauge line from Kalgoorlie to Adelaide which is owned by the Australian Rail Track Corporation and a number of privately-owned heavy haul, standard gauge rail lines in the Pilbara which run from inland mines to the ports of Dampier, Cape Lambert and Port Hedland.

Rail infrastructure is made up of a number of business units including Signalling and Communications, Track Infrastructure and Asset Management.

Signalling and Communication Systems

Signalling and communication systems include radio and data communications systems on the network; centralised signalling systems; centralised train control systems and active level crossing warning systems (including flashing lights, audible warnings and boom barriers). These are important components which must be provided and maintained to the highest safety standards to keep train services safe, on time and as productive as possible. Shift work is often required.

Jobs include Signal Maintainer; Signals Engineer; Signals Superintendent; Signals Technician; Communications Engineer and Communications Systems Technician.



Track Infrastructure

Track infrastructure involves the actual maintenance, building and replacement of track, and use of specialised track machinery as well as manual labour. People who work in this area include track workers, engineers, tradespeople and technicians.



Rail infrastructure workers spend most of their time outdoors and the work can be physically demanding. Whilst working in remote or regional locations, they are required to stay in appropriate local accommodation. Shift work is also required, including weekends and public holidays.

Duties can include inspecting and monitoring railway tracks; checking, assessing and maintaining track-laying equipment; installing, maintaining and repairing tracks, sleepers and ballast (crushed stone surrounding the track and sleepers); maintaining overhead lines; operating equipment, welding and performing general site maintenance.

Jobs include Track Patroller; Perway Inspector; Railway Track Worker; Track Machine Operator; Electrical Technician; Rail Engineer; Structures Maintenance Officer and Overhead Linesperson/Catenary Maintainer.

Asset Management

Asset management involves the effective and efficient management and delivery of regular maintenance works programs and services that ensure the integrity and operational safety of rail infrastructure and may include specialist areas such as design and investigations.

Jobs include Planner, Asset Manager, Asset Reliability Engineer; Project Engineer, Senior Project Manager; Maintenance Planner and Team Manager.



Engineering Roles

Engineers provide technical expertise, design, management, budgeting and planning to ensure the safe and efficient maintenance, construction and upgrading of rail assets. A tertiary qualification in the relevant discipline is required with rail-specific experience desirable. However graduates may be trained in specialisations required for application of their qualifications to rail. Opportunities may also be available to transfer relevant experience from other industries.

Engineering streams may include:

- Civil Engineer - track
- Communications Engineer - telecommunications and electronics systems
- Electrical Engineer - overhead wiring, traction power
- Electronics Engineer - controls and communications system
- Mechanical Engineer - locomotives and wagons
- Perway Engineer - track
- Project Engineer
- Signal Engineer - signals

Examples of job roles in Infrastructure

- | | | |
|-----------------------------------|----------------------------------|----------------------------|
| ■ Asset Manager | ■ Principal Protection Officer | ■ Supervisor |
| ■ Communications Technician | ■ Rail Tester | ■ Team Leader |
| ■ Draftsperson - Signals | ■ Rail Track Surfer | ■ Team Manager |
| ■ Draftsperson - Track | ■ Senior Project Manager | ■ Track Examiner |
| ■ Electrical Technician | ■ Senior Structures Maintainer | ■ Track Inspector |
| ■ Electrician | ■ Senior Track Maintainer | ■ Track Machine Operator |
| ■ Engineer (See Previous Section) | ■ Signals Maintainer | ■ Track Maintainer |
| ■ Equipment Operator | ■ Signals Superintendent | ■ Track Protection Officer |
| ■ Maintenance Planner | ■ Signals Technician | ■ Track Welder |
| ■ Mobile Plant Operator | ■ Special Ganger | ■ Track Worker |
| ■ Overhead Linesperson | ■ Structures Inspector | ■ Way Gang Driver |
| ■ Perway Inspector | ■ Structures Maintainer | ■ Work Group Leader |
| ■ Perway Patroller | ■ Structures Maintenance Officer | |
| ■ Planner | ■ Superintendent | |

career progression opportunities

The job descriptions below highlight some of the requirements for job roles in Infrastructure. The information is a guide only as roles may vary from company to company. More examples can be found on the LTC website.

RAILWAY TRACK WORKER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Inspect and monitor railways tracks.</p> <p>Lay and fix foundations and sleepers.</p> <p>Install railway switches.</p> <p>Cut rail to correct length.</p> <p>Repair and maintain worn or rough rail ends.</p> <p>Assist with the righting of derailed rolling stock.</p> <p>Operate specialised equipment.</p>	<p>Physical fitness.</p> <p>Must be alert and safety conscious.</p> <p>Able to work as part of a team.</p> <p>Able to work outdoors in all weather conditions.</p> <p>Welding skills</p>	<p>A mechanical aptitude preferred.</p> <p>Demonstrated strong commitment to safety.</p>	<p>Safe Work accreditation.</p> <p>Certificate III in Rail Structures.</p> <p>Certificate II, III in Rail Infrastructure.</p> <p>Certificate III in Rail Track Surfacing</p>	<p>Track Maintainer</p> <p>↓</p> <p>Gang Supervisor</p> <p>↓</p> <p>Track Inspector</p>

SIGNAL MAINTAINER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Perform, assist and supervise a range of signal maintenance tasks, basic fault finding and repair work required on signalling equipment.</p> <p>Service, clean, repair and adjust mechanical signalling equipment, vehicles, plant and infrastructure.</p> <p>Detect faults, initiate or arrange repair work, report signalling equipment problems and hazards.</p>	<p>Well-developed literacy and numeracy skills.</p> <p>Proficiency and accuracy in a range of measurement tools.</p> <p>Sound knowledge signaling maintenance procedures equipment and related systems.</p> <p>Physical fitness</p>	<p>Mechanical aptitude and well developed skills and proficiency in use, maintenance and repair of tools, plant and equipment including pneumatic tools.</p>	<p>Current HR Class driver's licence or equivalent.</p>	<p>Senior Signal Maintainer</p> <p>or</p> <p>Advanced Signal Maintainer</p>

TRACK INSPECTOR

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Perform and report on scheduled and unscheduled inspections of track joints, rail wear, spills and pests, sleeper and fastener condition, crossing defects, clearance infringements, ballast defects, earthwork problems and signage problems.</p> <p>Inspections may be carried out using a road/rail vehicle.</p>	<p>Physical fitness.</p> <p>Must be alert and safety conscious.</p> <p>Able to work as part of a team.</p> <p>Able to work outdoors in all weather conditions.</p>	<p>A mechanical aptitude preferred.</p> <p>Demonstrated strong commitment to safety.</p>	<p>Safe Work accreditation.</p> <p>Certificate II, III, IV in Rail Infrastructure</p>	<p>Perway Inspector</p> <p>↓</p> <p>Senior Perway Inspector</p> <p>↓</p> <p>Perway Superintendent</p>



case study

PARVIZ BARATI
BROOKFIELD RAIL

What is your current job role?

I am the Civil Standards Engineer for Brookfield Rail and have been in this role since December 2013.

What are your responsibilities?

I provide assistance to Brookfield Rail's Civil Technical Manager in reviewing/updating our Civil Code of Practice. I also take part in Rail Industry Safety and Standards Board (RISSB) development groups on a regular basis to develop new national railway infrastructure standards. My other responsibilities include answering a range of technical questions through conducting computer simulations of a particular rail vehicle model running over any section(s) of interest on Brookfield Rail's network.

Are there specific licences or qualifications required for the job?

I have a Bachelor of Civil Engineering, which is required for the job, and a Master's Degree in Railway Track Engineering gained in Iran. A sound understanding of the railway track structure is also preferred. Knowledge of local and international railway standards could be an advantage. General workplace health and safety certificates are also valued.

What previous roles have you held?

I have worked for a number of engineering consultancies within the rail industry in Iran. I have also worked on railway research projects in academia, both in Australia and overseas prior to joining Brookfield Rail.

What skills have you been able to transfer?

My past experience in reviewing/developing railway standards and codes of practice has been quite helpful in completing similar tasks in my current role. I have also been able to utilise my computer simulation skills to work with a new software package which has enabled us to solve a range of technical issues.

What new skills did you need to acquire?

Critical thinking is the most important skill that I find essential to my role. Depending on the situation, there is always a need to question the validity of a subject which sounds logical at first, but further investigation proves the initial assumption may not be completely right.

What led you to choosing a career in the rail industry?

I chose to pursue a career in railway transportation because I feel there is a great potential for career development in

this industry. The multidisciplinary environment of the rail industry provides me with the opportunity to work alongside people with various specialisations and learn from them, which is helpful in expanding my expertise and stepping up the career ladder.

What are some interesting aspects about your job?

The fact that I get the chance to constantly apply my railway engineering skills to complete the assigned tasks and in turn, add to my skills by interacting with other professionals, is probably one of the most interesting aspects of my job.

What are some of the challenges you face working in the industry?

As the Civil Standards Engineer, the number one challenge for me is to be strictly mindful of all the implications that a specific practice or decision could have on the operational safety on our railway network. Also, I must be able to correctly identify areas where concessions on technical specifications can be made to improve the efficiency of operations without compromising the safety.

Are there opportunities available for advancement?

Yes, there are more senior level positions available within the industry at which I could be looking in future.

How has the rail industry adapted to modern technology?

Modern technologies are being increasingly used to improve operational safety on our network. Without the use of advanced monitoring systems, we would not be able to identify problems such as overloading on our railway tracks and act to alleviate its detrimental effects.

How has technology impacted on your job role?

In my current role, I am significantly dependent on the use of a specialised software package to deal with a range of technical questions. Also, we will be doing a series of field measurements in the near future for which the use of modern, high accuracy measurement devices seems to be inevitable.

What advice would you give to someone who is considering a career in the rail industry?

I would encourage anyone who is considering joining the rail industry to be prepared for a challenging and rewarding career. I remember I once asked an experienced employee in the industry about the secret to his success and he replied 'never say no to a new challenge'.

Given the opportunity to pursue further study/training, which area would you choose?

My role as a Civil Standards Engineer requires me to be a safety focused professional. To promote the standard practice for civil construction and maintenance of railway assets, safety will always be the top priority. Therefore, I would choose to attend any training course which improves my understanding on how to make our civil operations safer.



operations



running the network



operations

Rail operations involve the day-to-day processes required to operate a rail network. These include both passenger and freight services, controlling the movement of trains within the rail network and managing and coordinating the safe operation of train movements.

People who work in operations have direct contact with customers and/or the operation of trains, and are involved in train crewing, train maintenance, terminal operations, service delivery, network control, cleaning and security.



These functions can be carried out by a number of divisions which may vary from organisation to organisation.

Service Planning and Timetabling

Service planning and timetabling involves the preparation of highly complex passenger and freight train timetables and other documentation (including diagrams) related to planned changes for passenger and freight trains. These complicated operational plans can be used by those working on special events and regular train crews including drivers so they can organise their rosters.

The ability to deal with complexity, work under pressure, and have strong administration, planning, analytical and conflict resolution skills are required, as well as strong computer skills, a positive customer focus and a strong regard for safety. Previous experience in similar industries, such as mining or bus transport, may be helpful in this career. Jobs include Planner/Scheduler, Roster Clerk, Senior Logistics Operator.



Customer Service

Customer Service is an essential function within the rail industry, providing professional advice, information, support and safety for organisations and passengers utilising rail transport services. As roles and responsibilities vary between passenger and freight, customer service is covered in both of these sections.

Network Control

Network controllers/train controllers are responsible for the scheduling and implementation of all train movements from a centralised control centre and ensure that the network is run in the safest and most efficient way. They use computerised and mechanical control systems to coordinate trains, ensuring they are on the right path, and that trains arrive on time and without incident.

Network controllers are employed by railway owners and passenger and freight operators.

Network Controllers need to act appropriately in emergency situations and be alert and safety conscious. They should also be able to concentrate for long periods on detailed information. Network control centres operate 24 hours a day so shift work is required.



Service Delivery

Service delivery is responsible for operational functions associated with the network to ensure a quality, safe, on time transport service to meet customer needs. Many jobs are located in regional depots and include Locomotive Driver; Operational Maintainer; Depot Manager; Depot Coordinator; Service Delivery Supervisor Train Crew; Service Delivery Supervisor Yard and Service Delivery Manager.



Rollingstock

Rollingstock operation ensures the efficient provision and maintenance of the fleet to support a well-maintained train service. Jobs may include Rollingstock Engineer; Mechanical Engineer; Stores Manager, Maintainer and Planner.

Rollingstock mechanical maintenance is responsible for the delivery of safe, reliable rollingstock and yard assets into service and is carried out in maintenance depots, which specialise in the delivery of rollingstock servicing and repairs. Jobs may include Electrical Fitter; Mechanical Fitter; Electrician; Welder; Rollingstock Maintainer; Rollingstock Maintenance Supervisor and Maintenance Engineer.



Examples of job roles in Operations

- | | | |
|----------------------------------------|---------------------------------|---------------------------------|
| ■ Administrative and Executive Support | ■ Investigations Officer | ■ Shunter/Operations Maintainer |
| ■ Area Controller | ■ Network Control Manager | ■ Team Leader |
| ■ Central Monitoring Room Operator | ■ Network/Train Controller | ■ Technical Trainer |
| ■ Community Education Officer | ■ Passenger Services Manager | ■ Terminal Coordinator |
| ■ Customer Service Officer | ■ Passenger Ticketing Assistant | ■ Terminal Operator |
| ■ Customer Service Supervisor | ■ Planning Officer | ■ Terminal/Forklift Operator |
| ■ Depot Coordinator | ■ Project Manager | ■ Timetable Officer |
| ■ Depot Master | ■ Rail Freight Manager | ■ Train/Locomotive Driver |
| ■ Depot/Yard Coordinator | ■ Rail Maintenance Manager | ■ Transit Line Supervisor |
| ■ Driver Coordinator | ■ Rail Operations Manager | ■ Transit Officer |
| ■ Executive Director | ■ Railcar Driver | ■ Transit Shift Commander |
| ■ Group Booking Officer | ■ Scheduler | |
| ■ Information Officer | ■ Service Delivery Manager | |
| | ■ Service Planning Assistant | |

freight services

Freight services involve the movement of goods and product by rail. These include mineral and agricultural products such as coal, iron ore and grain, dangerous goods, and general freight. Rail freight accounts for almost half of the freight activity in Australia.

Freight trains use locomotives which are diesel powered. Heavy haul trains which carry mineral products can be up to 2.4 km long and weigh as much as 35,000 tonnes.



Copyright © 2014 Rio Tinto

Rail Terminals

Freight or cargo trains are loaded and unloaded in intermodal terminals (also called container freight stations or freight terminals), and at customer locations such as mines, ports, grain elevators and factories).



Intermodal freight transport uses standardised containers, which are handled by cranes. Along their path they are routed through rail yards to sort cars and assemble trains for their final destinations, as well as for equipment maintenance, refueling, and crew changes. Within a freight yard, trains are marshalled in a classification yard, with the assistance of shunter locomotives.

Containerised goods moved on rail include refrigerated goods, paper, logs, pet food, cotton, rice, and lead. The majority of these products move out of Australia's major ports for export to countries around the world.



Bulk freight refers to non-containerised base commodities, such as mining products eg iron ore, grain, wood products and petroleum/crude oil. Bulk rail terminals load and unload this cargo which is usually dropped or poured with a spout or shovel bucket into a bulk carrier ship's hold, railway wagon, or tanker.



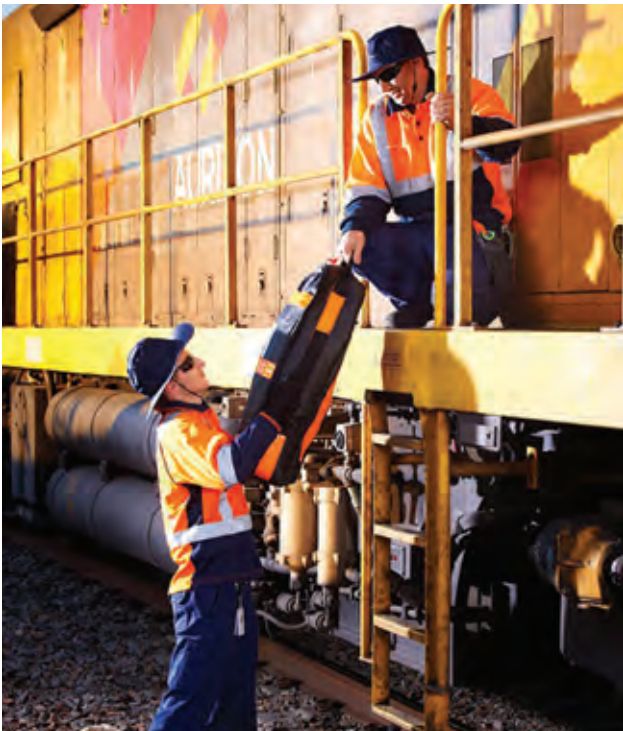
Rail Terminal Operators are responsible for the safe assembly and dismantling and loading and unloading of trains within the terminal. They mainly perform product transfer operations and supervise the terminals. Physical fitness and self motivation is a must for this job. Rail terminal operators should also possess mechanical aptitude and have a high level of initiative. Jobs include Shunter; Rail Terminal Operator and Maintainer.

Customer Service

Customer service is a key component of freight services. Rail operators provide haulage services for customers who are involved in the resources, agriculture or general freight industries. Jobs in this area require sound communication skills and a strong customer focus and include the following roles: Key Account Manager; Customer Service Operator; Customer Service Manager; Planning and Scheduling Operations Manager; Logistics Officer; Systems Officer; and Train Services Manager.

How to become a freight train driver

The entry path is usually via a training program which can take between 12 months and two years to complete and results in the completion of a Certificate IV (nationally recognised) qualification. Companies advertise for candidates to undertake the training program when the need arises. Whilst there may be no specific prerequisites for entry, candidates who have been exposed to a high risk environment and have a mechanical aptitude are highly favoured. A high level of safety awareness is also required.



Training involves both on and off the job training and trainees are supervised and mentored whilst they complete the training program.

Another entry pathway is to become a shunter or maintainer. Training is available for this role which involves moving trains between platforms and yards; hooking on locomotives and detaching defective carriages; directing and moving freight trains; organising rail freight and conducting safety checks.



Working conditions for train drivers involve rotating rosters, allowing for weekend and weekday work. Some drivers may be based in the metropolitan area, however many jobs are based at regional depots and could involve periods away from home. Drivers are subject to random drug testing and medical checks and require safe work accreditation.





case study

PAUL OLLIS
AURIZON

What is your current job role?

I am an Operational Maintainer at Narngulu.

What are your responsibilities?

I am responsible for marshalling trains, shunting, ground crew support for drivers, and servicing locomotives.

How long have you been in this role?

Two years.

Have you undertaken any further studies?

Yes, I have completed a Certificate III in Rail Operations.

Are there specific licences or qualifications required for the job?

Driver's licence, track access permit.

What previous roles have you held?

I was previously a fire and flood restoration technician, the first response for insurance claims and assisting people after flood or fire.

What skills have you been able to transfer?

Safety in the workplace.

What new skills did you need to acquire?

I needed radio communications and a higher level of mechanical aptitude. I also had to adjust to shift work.

What led you to choosing a career in Transport and Logistics?

I was looking for a change, my career was limited and I have always been interested in trains.

What are some interesting aspects about your job?

I like successfully completing tasks and getting trains out on time. I enjoy the camaraderie with workmates, and working as part of a team. I also like the flexibility and the shift work.

What are some of the challenges you face working in the industry?

I always need to be alert and thinking of new strategies and how to implement them, with safety in mind.

Are there opportunities available for advancement?

Yes, there are opportunities as a driver, yard supervisor, or in an administrative role.

What advice would you give to someone who is considering a career in the rail industry?

Don't hesitate, go and do it. Be open minded and you can do all sorts of things.

How has technology impacted on your job role?

It has made the job safer within the industry, and it is always upgrading.

Given the opportunity to pursue further study/training, which area would you choose?

I would like to learn to become a locomotive driver.

Further comments:

This job is for someone looking for a career, not just a job, where there are no limits to what you can do. You are well looked after and get to enjoy working in a team environment where you are appreciated for hard work and effort. It is diverse working with men, women and people from around the world, learning how other people do what we do.



career progression opportunities

The job descriptions below highlight some of the requirements for roles in Freight Services. The information is a guide only as roles may vary from company to company. More examples can be found on the LTC website.

SHUNTER/OPERATIONS MAINTAINER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Move trains between platforms and yards.</p> <p>Couple locomotives and detach defective carriages.</p> <p>Direct and move freight trains, organise rail freight and conduct safety checks.</p> <p>Shunt and marshall locomotives and rollingstock.</p> <p>Perform minor servicing of trains and rollingstock.</p>	<p>Extremely safety conscious with common sense.</p> <p>Good communication skills and teamwork</p> <p>Ability to work under pressure.</p>	<p>Knowledge of signalling equipment an advantage.</p> <p>Background in safety awareness.</p>	<p>Safe working accreditation.</p> <p>Certificate II in Shunting.</p> <p>Certificate III in Terminal Operations.</p> <p>Certificate III in Rail Yard Operations.</p> <p>Medical requirements.</p>	<p>Trainee Driver</p> <p>↓</p> <p>Driver</p> <p>↓</p> <p>Yard Supervisor</p>

TRAIN DRIVER/LOCOMOTIVE OPERATOR

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Operate train and train controls.</p> <p>Observe and obey rail signals and speed limits.</p> <p>Maintenance and emergency repair work.</p>	<p>Transferable skills.</p> <p>Reliability, demonstrated commitment.</p> <p>Exposure to high risk environment.</p> <p>Must be alert and safety conscious.</p> <p>Adherence to rules and regulations.</p> <p>Ability to concentrate for long periods on detailed information.</p>	<p>Mechanical aptitude highly regarded.</p> <p>Background in safety awareness.</p>	<p>Safe Working Accreditation.</p> <p>Certificate IV in Train Operations.</p> <p>Medical requirement.</p>	<p>Driver Trainer</p> <p>or</p> <p>Technical Trainer</p> <p>or</p> <p>Operations Manager</p>

NETWORK CONTROLLER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Monitor and control the movement of trains, on-track equipment and staff working on the rail corridor.</p> <p>Operate centralised traffic control systems and ensure the safe economical working of trains.</p> <p>Contact and direct appropriate authorities in the event of locomotive failure, derailments or accidents.</p> <p>Implement alternative working to ensure continued train running in the event of signal failures.</p>	<p>Excellent communication and interpersonal skills.</p> <p>Strong organisational and analytical skills.</p> <p>Ability to concentrate for long periods on detailed information.</p> <p>Ability to work under pressure and remain calm in an emergency.</p> <p>Adherence to rules and regulations.</p> <p>Decision-making skills.</p>	<p>Safety awareness background.</p> <p>Computer literacy.</p>	<p>Formal qualifications may not be required. Intensive formal training may be provided, both on and off the job.</p> <p>Certificate IV in Network Control.</p> <p>Certificate IV in Rail Operations</p>	<p>Operations Manager or</p> <p>Network Manager</p> <p>or</p> <p>General Manager Operations</p>



case study

SONIA LOWE
FORTESCUE METALS
GROUP

What is your current job role?

I am a Locomotive Operator for Fortescue Metals Group in the Pilbara.

What are your responsibilities?

I am responsible for shunting and maintenance of equipment.

How long have you been in this role?

I started three years ago as a trainee shunter.

Have you undertaken any further studies?

Certificate III in Rail Operations.

Are there specific licences or qualifications required for the job?

Track access is required at safety level 4.

What previous roles have you held?

I was previously working at Fortescue's Port, two years as a contractor and one year as a full time employee. I operated mobile equipment, including forklifts and bobcats (skid steers).

What skills have you been able to transfer?

I have been able to transfer my determination, team work, strong work ethic, expertise in maintaining equipment, and four wheel driving skills into my role as a locomotive operator.

What new skills did you need to acquire?

I had to learn to work with different machinery.

What led you to choosing a career in Transport and Logistics?

I was offered the opportunity to become a Locomotive Operator and believed this was a positive career move.

What are some interesting aspects about your job?

I enjoy the structure and responsibility.

What are some of the challenges you face working in the industry?

In our industry safety is paramount – a mistake on the job can put yourself and your workmates at risk. You need to keep your mind on the job at all times.

Are there opportunities available for advancement?

Yes, I have just completed my mainline assessment to become an operator on Fortescue's mainline.

What advice would you give to someone who is considering a career in the rail industry?

Go for it and never, ever give up! You need to work hard and be alert and focussed at all times.

How has technology impacted on your job role?

Fortescue's Incremental Train Control System (ITCS) enables trains to be tracked by GPS with operating instructions delivered direct to the train via digital communications from the control centre in Perth. This technology provides greater utilisation and efficiency, but most importantly, it's another measure to help keep me and my workmates safe.

Given the opportunity to pursue further study/training, which area would you choose?

I am fascinated by train control, and would be keen to train for a position in this area in the future.



passenger services

Passenger services provide vital transport links to meet the needs of the growing population while helping to reduce road congestion, improve road safety and decrease greenhouse gas emissions.

Passenger trains involve passenger-carrying vehicles which travel between stations or depots where passengers board and disembark. In Western Australia passenger services are made up of the following:

The intra-urban line, which carries commuters. Trains on this line are called EMUs (Electrical Multiple Units), and consist of self-propelled carriages using electricity as the motive power. The Public Transport Authority operates the suburban train system, which consists of 173 kms of track and 70 stations across five lines: Butler, Fremantle, Midland, Armadale/Thornlie and Mandurah.



Long distance passenger trains, which are diesel operated. Examples of these are the AvonLink, Australind and Prospector, which are operated by the Public Transport Authority under the Transwa brand. Drivers on these trains usually require a previous background in driving diesel-powered trains, eg freight trains.



The Indian Pacific, a privately run passenger train, which operates between Perth and Sydney, and consists of many carriages which are hauled by a separate diesel-powered electric locomotive.



Tourist and heritage trains. These trains can run on existing track or may have a dedicated track, depending on their size and purpose. They may be run by steam, diesel or electrical power. These services are run by qualified drivers, often volunteers who are passionate about railways.



Customer Service

Customer service is a vital element of passenger service, which provides professional advice, information, support and safety for the public utilising rail transport services. Sound interpersonal and communication skills are required as well as the ability to relate to people from a diverse range of backgrounds and cultures. Skills in conflict resolution may also be required, however, training is usually offered for new employees. Shift work may also be required. Jobs available in customer service include Group Booking Officer, Passenger Assistant, Planner and Scheduler. Entry level positions may include Passenger Ticketing Assistant, and Customer Service Officer.



Security Operations

Transit officers are employed by the Public Transport Authority and play a vital role in ensuring the safety and security of passengers. Customer service is also a key focus. Transit Officer positions are permanent and require a comprehensive 12 week training course which includes:

- Security studies
- Self defence techniques
- Legal studies
- Occupational health and safety
- Customer service and communication

Physical testing is also required.



Other roles in Security Operations include Transit Line Supervisor; Transit Shift Commander; Investigations Officer and Central Monitoring Room Operator. More information can be found on the Public Transport Authority's website.

How to become a Trainee Railcar Driver

The Public Transport Authority's recruitment process involves selecting suitable applicants to undertake training for a Railcar Driver position, which involves the completion of a 23 week training course. This includes a nine-week classroom block and a 14 week on-the-job training block working with experienced driver trainers. During this period shift work will be undertaken.

Upon successful completion of the training period and being assessed as competent, applicants will be appointed to the position of probationary Railcar Driver.

Recognition of prior learning and/or recognition of current competencies will be taken into consideration for trainees with previous rail operations experience.

As this job involves dealing with the public, drivers need to have a strong commitment to safety, good communication skills and the ability to relate to people from a diverse range of backgrounds and cultures. Shift work is also required, including weekends and public holidays.





case study

DANIEL ROCCA
PUBLIC TRANSPORT
AUTHORITY

What is your current job role?

I am a Rail Car Driver on PTA's public transport network.

What are your responsibilities?

My responsibilities are first to prepare the train for departure and then to drive the train, ensuring that passengers arrive at their destination safely. If there are any incidents I am responsible.

How long have you been in this role?

Five years.

Have you undertaken any further studies?

I have completed Certificate III in Rail Operations, as well as on the job training to relieve the Depot Master.

Are there specific licences or qualifications required for the job?

Safeworking on and around the track is required.

What previous roles have you held?

I was previously a high school teacher teaching science, physics and chemistry.

What skills have you been able to transfer?

Communication skills, some science skills.

What new skills did you need to acquire?

I had to acquire electrification qualifications, as well as driving the rail car.

What led you to choosing a career in Transport and Logistics?

I wanted a change and during my travels overseas, I noticed train drivers and became interested in becoming a driver.

What are some interesting aspects about your job?

I enjoy dealing with different types of people.

What are some of the challenges you face working in the industry?

Challenges include handling crowds and congestion, as well as conditions on the track. Drizzle is the worst as the track becomes very slippery.

Are there opportunities available for advancement?

Yes, job opportunities include Driver Trainer and Driver Coordinator.

What advice would you give to someone who is considering a career in the rail industry?

It is a varied job, but shift work is required.

How has technology impacted on your job role?

The introduction of automatic train protection, and speed control have had the biggest impact.

Given the opportunity to pursue further study/training, which area would you choose?

Given the opportunity I would study Frontline Management.



case study

WENDY REID
PUBLIC TRANSPORT
AUTHORITY

What is your current job role?

I am a qualified Passenger Ticketing Assistant.

What are your responsibilities?

I help passengers who need assistance in buying tickets. I also ensure the safety of passengers and apply first aid if required. If an incident occurs I evaluate the situation and contact the relevant people. I am also responsible for the wellbeing of the station.

How long have you been in this role?

I have been in this role for 6½ years.

Are there specific licences or qualifications required for the job?

Safeworking is a requirement.

What previous roles have you held?

I was previously a car park attendant at the Public Transport Authority. I also spent 17 years at the front counter of the Department of Transport processing medicals.

What skills have you been able to transfer?

I have been able to transfer my customer service and communication skills and conflict resolution skills.

What new skills did you need to acquire?

I had to acquire safeworking, first aid training and fire safety skills.

What led you to choosing a career in Transport and Logistics?

I wanted a change but I also wanted to stay in Government.

What are some interesting aspects about the job you do?

Every day is different, with different people and different challenges.

What are some of the challenges you face working in the industry?

The job requires early morning starts, long shifts and weekend work. The weather can also be a challenge.

Are there opportunities available for advancement?

There are some limited opportunities.

What advice would you give to someone who is considering a career in the rail industry?

Don't take things seriously when dealing with the public. There will be early starts but have a go.

How has technology impacted on your job role?

The Smartrider card and carpark Smartrider access have impacted on my role and the public.

Given the opportunity to pursue further study/training, which area would you choose?

If I had the opportunity I would study Frontline Management.

career progression opportunities

The job descriptions below highlight some of the requirements for roles in Passenger Services. (See also Career Progression Opportunities in Freight Services for Network/Train Controller job description.) The information is a guide only as roles may vary from company to company. More examples can be found on the LTC website.

DRIVER COORDINATOR

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Operate suburban train in a safe and efficient manner and prepare, shunt, marshall and assemble railcar consists.</p> <p>Stop at stations to pick up and set down passengers.</p> <p>Provide information to passengers through on-board computer system or public address system and respond to public enquiries.</p> <p>Diagnose and/or liaise with specialist staff for all EMU faults and failures.</p> <p>Prepare documentation including reports in respect to railcar defects, accidents, incidents and irregularities.</p>	<p>Sound communication skills and an interest in people.</p> <p>Must be alert and safety conscious.</p> <p>Ability to relate to people from different backgrounds and cultures.</p> <p>Ability to work under pressure and as part of a team.</p> <p>Problem solving skills.</p>	<p>Ability to diagnose and carry out minor running repairs.</p> <p>Mechanical or technical ability.</p>	<p>Safe Working Accreditation</p> <p>Certificate IV in Train Driving</p> <p>Medical requirements</p>	<p>Driver Trainer</p> <p>↓</p> <p>Driver Coordinator</p> <p>↓</p> <p>Depot Master</p>

TRAIN DRIVER/LOCOMOTIVE OPERATOR

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Develop and deliver competency based training.</p> <p>Provide instruction and on-track tuition in railcar handling and fault rectification procedures.</p> <p>Assist railcar drivers via telephone or in person during emergencies, operational irregularities and railcar malfunctions.</p> <p>Monitor and provide feedback on performance in relation to driving, fault finding and customer service issues.</p> <p>Operate railcar.</p>	<p>Strong working knowledge and proven experience in rail safeworking procedures including signalling.</p> <p>Substantial practical experience in the operation of electric railcars and/or diesel locomotives.</p> <p>Sound ability to analyse and resolve complex problems.</p>	<p>Knowledge and experience in instruction technique, course evaluation, validation and learning outcomes.</p>	<p>Certificate IV in Training and Assessment</p> <p>Dangerous Goods Awareness.</p> <p>Basic Workplace First Aid or equivalent.</p> <p>Electrification Safety and Awareness.</p> <p>C class driver's licence.</p>	<p>Depot Supervisor or Depot Master</p>

CUSTOMER SERVICE ASSISTANT

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Offer assistance and direction to members of the public.</p> <p>Provide customers with ticketing assistance, direction and relevant information concerning train schedules.</p> <p>Provide organisational feedback on the use of services and facilities.</p> <p>Provide ground based safe working support in the event of system failures.</p>	<p>Ability to work autonomously and in a team environment.</p> <p>Well developed problem solving skills.</p> <p>Well developed interpersonal skills and demonstrated experience in conflict resolution.</p>	<p>Demonstrated experience in the provision of quality customer service within an urban rail environment.</p>	<p>Possession of safeworking accreditation appropriate to the role.</p> <p>Western Australian "C" class licence or equivalent.</p>	<p>Senior Customer Service Officer</p>



business support



supporting the network



business support

Business support is one of the most diverse areas within the rail industry as it extends across all areas, and ranges from entry level administrative positions to senior roles requiring tertiary qualifications.

Business support can involve a number of business units which may vary from organisation to organisation. Shift work may be required, as well as travel to regional or remote locations. Following are some examples.

Administrative roles

Administrative roles provide support for many areas of rail and locations may vary from an office environment to regional depots. Tasks may include the preparation of documents, reports and presentations; document management; maintenance of compliance documents and making bookings for training and medicals. Entry level jobs include Administration Assistant and Administrative Officer, and traineeships may be available in this area. Other jobs include Depot Clerk and Administration Coordinator.



Corporate Affairs (Marketing)

Corporate affairs involves the promotion of a business, its company name, products and services. This includes advertising, promotional literature, market research and communication with the press and marketing strategies for product launches. In the rail industry this can be related to the wellbeing and safety of passengers and advice of extra services for events as well as promotion of the business. A degree in marketing may be required for roles which include Corporate Affairs Researcher; Corporate Affairs Officer and Branding Specialist.



Finance and Commercial

Accountants plan and provide systems and services relating to the financial dealings of an organisation and its employees. There are many business units including compliance and reporting; taxation; management accounting; budgeting and commercial. Occupations in this area include Accounts Officer; Financial Controller; Accountant; Financial Analyst. Tertiary qualifications may be required.

Human Resources (People Management)

Human resources involve working with management and staff across a range of people related matters including recruitment; job evaluation; employment contracts; payroll; remuneration and benefits; learning and development; succession planning; performance management; workforce planning; capability and assessment and industrial relations. Tertiary qualifications are usually required. Job roles include HR Officer; Payroll Officer; Senior HR Officer; HR Advisor; Recruitment Consultant and Organisational Development Consultant.

Occupational Safety and Health (OS&H)

OS&H involves the provision of expertise with regard to the training, compliance and maintenance of employee health and safety throughout the organisation, regardless of location or job role. A Certificate IV or Diploma in Work Health and Safety is required in these types of roles. Jobs include Occupational Health and Safety Officer and Occupational Health and Safety Manager.

Information & Communication Technology (ICT)

ICT involves system design development, maintenance and upgrades; troubleshooting; security management; policy and process development and setting up new hardware and software. Other tasks include installing and downloading appropriate software; ensuring efficient use of applications and equipment; implementing computer networks; and repairing and replacing equipment such as terminals, printers and modems. Relevant tertiary qualifications are usually required, however technical knowledge and experience may also be developed on the job. Jobs include ICT Manager; ICT Support Officer; ICT Project Manager; Systems Analyst; IT Infrastructure Specialist and Network Administrator.

Procurement and Contract Management

Procurement involves the acquisition of appropriate goods, services or works from an external source at the best possible cost to meet the needs of the organisation with regard to quality, quantity, time and location. Contract management involves the negotiation and management of contracts made with customers, vendors, partners or employees. Jobs include Contracts and Procurement Manager; Procurement Officer; Contracts Officer; Quantity Surveyor.



Rail Safety Management/Compliance

Rail safety management involves the overseeing of a rail safety management system which complies with the national rail safety regulations and codes of practice. This involves the development and maintenance of practices and procedures within the rail safety environment, as well as the implementation and monitoring of emergency plans, systems and procedures. Jobs include Rail Safety Manager; Safeworking Coordinator; Rail Safety Inspector; Safeworking Inspector; Safety Officer Compliance; Document Controller and Investigations Officer.

Training and Assessment

There are a number of careers in training in the rail sector. Trainers and assessors require a formal qualification in training and assessment, and may also complete in-house training and assessment courses that are nationally recognised. Excellent literacy, communication and organisation skills are required as well as a genuine interest in instructing others. Jobs include Trainer and Assessor, Training Administrator, Training and Development Officer, Training Manager; Driver Trainer; Instructional Designer; Skills Recognition Officer and Learning and Development Officer.



Examples of job roles in Business Support

- | | | |
|-------------------------------------|------------------------------------------|------------------------------------|
| ■ Accountant | ■ Financial Controller | ■ Quantity Surveyor |
| ■ Accounts Officer | ■ HR Advisor | ■ Rail Safety Inspector |
| ■ Administration Assistant | ■ HR Officer | ■ Rail Safety Manager |
| ■ Administration Coordinator | ■ ICT Infrastructure Specialist | ■ Recruitment Consultant |
| ■ Administration Officer | ■ ICT Project Manager | ■ Safety Officer Compliance |
| ■ Branding Specialist | ■ ICT Support Officer | ■ Safeworking Inspector |
| ■ Compliance Officer | ■ Legal Counsel | ■ Senior HR Officer |
| ■ Contracts and Procurement Manager | ■ Network Administrator | ■ Systems Analyst |
| ■ Contracts Officer | ■ Occupational Safety and Health Officer | ■ Trainer and Assessor |
| ■ Corporate Affairs Officer | ■ Organisational Development Consultant | ■ Training Administrator |
| ■ Depot Clerk | ■ Payroll Officer | ■ Training and Development Officer |
| ■ Document Controller | ■ Procurement Officer | ■ Training Manager |
| ■ Driver Trainer | | |
| ■ Financial Analyst | | |



case study

GABRIELE MOTTERSHEAD
AURIZON

What is your current job role?

I am a Human Resources Advisor.

What are your responsibilities?

I work as part of a team who service the South East Queensland region, from Maryborough all the way out to Charleville. I provide HR advice and expertise to the leadership teams across this region.

How long have you been in this role?

I commenced with Aurizon as a Graduate HR Advisor in January 2013. I completed two six-monthly rotations in Western Australia before heading to Queensland for my third rotation servicing the SEQ region. In July 2014 I was successful in securing a HR Advisor role in this team which saw the conclusion of the Graduate Program for me.

What studies have you undertaken?

Certificate III in Business Administration, Bachelor of Business (HRM), Bachelor of Arts (Psychology) double degree.

Are there specific licences or qualifications required for the job?

Tertiary qualifications in human resources/international relations are preferred.

What previous roles have you held?

Business trainee, HR work experience, waitress (casual university job) and Graduate HR Advisor with Aurizon.

What skills have you been able to transfer?

Verbal and written communication skills, strong knowledge of Microsoft Office package. Ability to liaise with all levels of a large organisation. Ability to think on my feet and apply sound judgement.

What new skills did you need to acquire?

Knowledge of HR/IR issues, critical analysis skills, attention to detail, negotiation skills and knowledge of the Aurizon business.

What led you to choosing a career in the Rail Industry?

Aurizon offered a quality graduate program with rotations in different areas of HR every six months.

What are some interesting aspects about the job you do?

I work from a different location almost every day. I am gaining experience in very rare and diverse areas of HR.

I work with a broad range of people in a broad range of professions. Rail is surprisingly diverse! My role enabled me to relocate from WA to Queensland – something I recommend everyone remain open to doing.

What are some of the challenges you face working in the industry?

At times rail can be a little slow to take on modern advances in ways of doing things, from an HR perspective, to an operational perspective, however innovative thinking is something Aurizon is actively trying to promote and achieve.

Are there opportunities available for advancement?

Yes, positions such HR Advisor; Senior HR Advisor; Regional HR Leader; Manager HR; Vice President HR Business Partner; Executive Vice President HR or even a career in operations.

What advice would you give to someone who is considering a career in the rail industry?

Be prepared to change with the organisation as it grows.

How has technology impacted on your job role?

Almost everything I do in my role requires a computer. I am currently using two screens to help with efficiency.

Given the opportunity to pursue further study/training, which area would you choose?

Human Resource Management Leadership/Industrial Relations post-graduate study.



career progression opportunities

The job descriptions below highlight some of the requirements for roles in Corporate Support. The information is a guide only as roles may vary from company to company. More examples can be found on the LTC website.

SAFETY OFFICER COMPLIANCE

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Inspect safety aspects of construction and maintenance works; address issues found and communicate findings back to management for further action.</p> <p>Assist contractors to improve their safety management system and associated documentation.</p> <p>Conduct safety audits on internal processes and work sites, prepare audit reports and monitor progress on actions.</p>	<p>Well developed communication skills and the ability to build and maintain stakeholder relationships.</p> <p>Conflict resolution skills</p> <p>Highly developed analytical and problem solving skills.</p> <p>Sound computer literacy.</p> <p>Demonstrated safety awareness.</p>	<p>Demonstrated understanding of and experience in OS&H legislation, relevant codes and standards.</p>	<p>Certificate IV in Occupational Health and Safety.</p> <p>Auditing qualification or significant auditing experience.</p> <p>Track access permit to appropriate level.</p> <p>A tertiary qualification may be required.</p>	<p>Rail Safety Manager</p>

PAYROLL OFFICER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Prepare payroll data from time sheets and other payroll personnel records.</p> <p>Process payment of wages and salaries and issuing and recording adjustments to pay.</p> <p>Create and update files for new and existing employees.</p> <p>Interpret industrial awards and providing information to others.</p> <p>Finalise files and arrangements on termination of employment.</p>	<p>Sound organisation and communication skills.</p> <p>Ability to work as part of a team and meet deadlines.</p> <p>Accuracy and an eye for detail.</p> <p>Ability to work under pressure.</p> <p>Confidentiality.</p> <p>Aptitude for mathematics.</p>	<p>Previous work experience in a similar role.</p>	<p>A certificate or diploma in business, accounting or finance.</p> <p>A tertiary qualification may be required.</p>	<p>Senior Payroll officer or Payroll Coordinator or Supervisor or Team Leader</p>

LEARNING AND DEVELOPMENT OFFICER

TYPICAL TASKS	GENERAL SKILLS REQUIRED	EXPERIENCE PREFERRED	QUALIFICATIONS	CAREER PROGRESSION
<p>Identify training and development needs through job analysis, appraisal schemes and regular consultation with staff.</p> <p>Coordinate staff training programs based on the needs of organisation and employees.</p> <p>Develop training resources based on the needs of the organisation and the individual.</p> <p>Arrange or conduct inductions, training courses and training assessments .</p> <p>Provide career development sessions for existing staff.</p>	<p>A sound understanding of the training system, industry standards and compliance .</p> <p>Excellent literacy, communications and organisation skills.</p> <p>Aptitude for research.</p>	<p>Previous work experience and experience in training.</p>	<p>Certificate IV in Training and Assessment.</p>	<p>Senior Learning and Development Officer Training Manager</p>



case study

SHARON MORRIS
JOHN HOLLAND RAIL

What is your current job role?

I am the West Coast Training Manager for Rail.

What are your responsibilities?

I am responsible for overseeing the WA Rail Training Team and the overall training compliance for all personnel within the WA Rail (approximately 500). Day to day responsibilities include managing our Training Centre and budgets; operational strategies and plans, setting calendars and workload for four trainers and promoting our services throughout the business. I work closely with the three WA Coordinators and also the East Coast Coordinators to ensure system compliance and consistency within our business. We are always attempting to be innovative in our delivery with new initiatives and strategies to provide solutions for the business, both for legal compliance and new technology and equipment.

I also have a national role to ensure consistent processes from the East to West team and promote our business nationally. I am responsible for monthly reporting, newsletter, statistics, awards, tender reviews, business development, startups, Pegasus implementations and the national budget.

How long have you been in this role?

I resumed the role in October 2013. Prior to maternity leave I was in the role for five years.

Have you undertaken any further studies?

Yes, I have a Certificate IV in Business Administration, Certificate IV in Occupational Safety and Health and Certificate IV in Training and Assessing. I also have a number of industry-specific qualifications based around leadership, noise assessing etc.

Are there specific licences or qualifications required for the job?

Yes - Certificate IV in Training and Assessing, site specific qualifications and Category 1 track access. It also helps to get out on site to gain an understanding of the operational environment including personnel roles and rail plant and equipment.

What previous roles have you held?

Some of my previous roles include National Training Analyst for Rail; Project, Quality and Environmental Coordinator; Coordinator and Site Project Administrator.

What skills have you been able to transfer?

All my skills have been transferable, including managing staff, reporting and liaising with operational personnel.

What new skills would you like to acquire?

I would like to gain some further technical training specific to the rail environment. I am also undertaking a Business Management course.

What led you to choosing a career in Transport and Logistics?

I started working on a temporary basis with John Holland and was asked to stay.

What are some interesting aspects about the job you do?

I enjoy going on site, working in the field and being involved in new project start ups. I also like liaising with Human Resources and working with people.

I like seeing the results from the team's hard work. Getting great feedback from individual trainees or seeing a strategy provide value to the business lets us know we are doing it right.

What are some of the challenges you face working in the industry?

Working around operational restraints to provide training and demonstrating the value of training to the business.

Are there opportunities available for advancement?

Yes. Working for a large national company there are always opportunities and many streams.

What advice would you give to someone who is considering a career in the rail industry?

Don't overlook this industry. It's a close knit community with so many opportunities. People think it's just about building track, but there are numerous avenues that you can explore.

How has technology impacted on your job role?

The introduction of smart phones, tablets for doing assessments and videos have had a big impact on training, also the introduction of modern machines means our training materials are more complex.

Given the opportunity to pursue further study/training, which area would you choose?

I would choose project management or high level T & L units.

What have you found is the biggest change in the industry since you started in the industry?

Workplace health and safety is at a much higher level, and has a greater impact on training.

rail safety

The safety of staff, contractors and the general public is a major responsibility for the rail industry. There are many potential dangers on or near train tracks (the rail corridor), including electrical faults, possible derailments, collisions and level crossing occurrences, as well as other environmental factors including office safety and fatigue management.

The responsibility for rail safety in Australia is shared by government and industry. The Office of the National Rail Safety Regulator (ONRSR) facilitates the safe operation of rail transport services across Australia through regulation of the rail industry in accordance with the Rail Safety National Law.

Rail operators manage their own safety management systems, which must include programs to address all safety issues including fatigue management and drug and alcohol management. This includes zero tolerance to alcohol and drugs, with mandatory and on-the-spot testing which can take place at any time.

Depending on your role, you may be required to undertake nationally recognised safe work training and accreditation.



Medical Assessment

Medical requirements in the rail industry depend on the risk of the work being performed. There are several medical categories ranging from High Level Safety Critical Worker to Around the Track Personnel. Medical assessments must be conducted by rail authorised medical practitioners in accordance with the national standard, and include drug and alcohol screening. Repeat assessments are held at regular intervals depending on the job role and the age of the worker.

Track Access

Rail companies are responsible for the training and accreditation of their staff in relation to track access, which can be conducted by the employing rail company or by an independent training organisation. The level of training and assessment varies depending on the type of organisation and job role. For example, the safe operation of the network requires that any individual (employee, contractor, sub-contractor, employee of a contractor or sub-contractor, or self-employed) who will be within three metres of the railway line, holds a valid Rail Track Access Permit (RTAP), which requires training and a health assessment to the required accreditation level.

This permit provides evidence that the holder has the appropriate level of training required for the activities being undertaken, as well as the appropriate level of the National Medical Assessment.



case study

KRYSTLE THOMPSON
BROOKFIELD RAIL

What is your current job role?

I am a Rail Safety Investigator.

What are your responsibilities?

I investigate train derailments, OSH incidents, and safeworking incidents, and complete reports for management and the Office of Rail Safety.

How long have you been in this role?

I have been in this role just over 12 months.

Have you undertaken any further studies?

I have a Bachelor of Policing and Advanced Diploma of Public Safety (Police Investigation), both through Charles Sturt University. I am looking at commencing further studies this year in relation to Human Factors. I have also recently completed my Certificate IV in Work Health and Safety.

Are there specific licences or qualifications required for the job?

A current track access permit (TAP) is required and either rail or investigations experience.

What previous roles have you held?

I was a detective in the New South Wales Police Force for almost nine years.

What skills have you been able to transfer?

I have investigation and interviewing experience, incident control and management, report writing.

What new skills did you need to acquire?

I needed to acquire knowledge of the rail industry, terms, rules and technical information regarding derailments.

What led you to choosing a career in Transport and Logistics?

I wanted to expand on my investigations background in the private sector and thought this job would be an interesting challenge for me.

What are some interesting aspects about the job you do?

I get to see a lot of Western Australia and every day is different. I also get to meet a lot of people within the business and I enjoy determining recommendations to prevent recurrence.

What are some of the challenges you face working in the industry?

The challenge has been learning all the new rail related terms and procedures.

Are there opportunities available for advancement?

Absolutely. Brookfield Rail is a great company to work for and is constantly making study options available to me in order to enhance my knowledge and eventually my career.

What advice would you give to someone who is considering a career in the rail industry?

I would tell them to consider a career with Brookfield Rail.

How has technology impacted on your job role?

I think any advances in technology have a positive impact on my role, especially in regard to safety and risk management.

Given the opportunity to pursue further study/training, which area would you choose?

I would like to do further study in the areas of human factors (and their effect on investigations) and risk management.



career pathways

The diagram below illustrates some career pathway options available in rail transport.

New entrants often start with entry level positions, which are shown at Certificate II. The gradual progression is illustrated from left to right, leading to job roles operating at a higher

level. Job titles are a guide only, as different organisations may use different job titles to those indicated. There may also be variation in the qualifications level of some positions.

There are also multiple entry points for career changers. This is usually determined by experience and/or skill level. Examples of career changers can include self employed individuals, existing workers from related areas and those who transfer from another operational area within the same company.



Key: Infrastructure
Operations
Passenger Services Specific

study options

A career in rail transport can follow a number of pathways. The following table gives details of vocational education and training options to start you on your way. A wide range of qualifications is covered, from base level through to tertiary level. For a list of available traineeships and an up-to-date list of training providers who deliver qualifications in this sector, please visit the LTC's website.

QUALIFICATION TYPE	Certificate II	Certificate III	Certificate IV	Diploma/Advanced Diploma	Degree and above
OUTLINE	Graduates at this level will have gained: Knowledge and skills for work in a defined environment and can proceed to further learning	Theoretical and practical workplace knowledge and skills and can proceed to further learning	Theoretical and practical knowledge and skills for a combination of specialised work, skilled work and/or further learning	Specialised knowledge and skills for skilled/professional work and/or further learning	A broad and comprehensive understanding and skills for professional work and/or learning
QUALIFICATIONS AVAILABLE IN RAIL TRANSPORT	Rail Infrastructure Rail Track Vehicle Driving Track Protection Shunting Rail Customer Service	Mechanical Rail Signalling Rail Infrastructure Rail Signalling Rail Structures Rail Track Surfacing Track Protection Rail Yard Coordination Terminal Train Driving Rail Customer Service	Rail Infrastructure Rail Network Control Rail Safety Investigation Rail Safety Management Train Driving	Diploma In Rail Operations Management	
EXAMPLES OF JOB ROLES	Plant Operator Signal Maintainer Structures Maintainer Track Installer Track Machine Operator Track Vehicle Operator Track Worker Shunter Terminal Operator Booking Clerk Station Assistant	Rail Track Surfer Senior Structures Maintainer Signal Technician Track Examiner Track Protection Officer Terminal Coordinator Terminal Operator Terminal Train Driver Yard Coordinator Passenger Service Officer Station Officer	Leading Hand Perway Inspector Principal Protection Officer Special Ganger Supervisor Team Leader Network Controller Rail Safety Investigator Rail Safety Manager Train Controller Train Driver Railcar Driver Driver Coordinator	Rail Freight Manager Rail Maintenance Manager Rail Operations Manager Passenger Services Manager	Rail Engineer Systems Analyst Transport Engineer Civil Engineer Mechanical Engineer Electronics Engineer Project Engineer Signal Engineer
OTHER QUALIFICATION AREAS	Security Operations	Mechanical Engineering Security Operations	ESI rail traction – ECO Occupational Safety & Health Training and Assessment	Engineering Occupational Health & Safety	Bachelor of Engineering

Key: **Infrastructure**
Operations
 Passenger Services Specific
 Other areas

additional training

Additional training may be offered to staff, either through in-house training or outsourced to an external training provider. This may be through short courses that add value to the processes and duties carried out by individuals working in rail transport, or more specialised training relating to a particular area of rail.

- Customer service skills
- Electrical safety awareness
- Firefighting skills
- First aid
- Forklift training
- Occupational safety & health procedures
- Specialised equipment training
- Supervisor training
- Team building
- Time management
- Use of electronic devices
- Workplace communication

future directions

Rail is an exciting industry which will continue to play a pivotal role in the prosperity of Australia. As the population grows, more train services and infrastructure will be required, which will mean more job opportunities.

The increased use of automated trains, centralised train control, high speed passenger trains and light rail will bring about new and exciting job roles, requiring advanced technological skills. However, whilst many tasks may become automated, some human interaction will still be required, although the roles may differ. For example, driverless trains can only be driven on straight tracks without rail crossings, and need to be driven manually when reaching a port or freight yard.

Many of the roles featured in this guide will continue to play a valuable role well into the future.



Copyright © 2014 Rio Tinto



useful links

- Australasian Railways Association www.ara.net.au/
- Australian Rail Track Corporation Limited australia.gov.au/directories/australia/artc
- Bureau of Infrastructure, Transport and Regional Economics <https://bitre.gov.au/>
- Career Centre www.careercentre.dtwd.wa.gov.au
- Department of Commerce (WorkSafe WA) www.commerce.wa.gov.au/worksafe
- Department of Education www.education.wa.gov.au
- Department of Training and Workforce Development www.dtwd.wa.gov.au
- Department of Transport www.transport.wa.gov.au
- Job Outlook www.joboutlook.gov.au
- National Transport Commission www.ntc.gov.au
- Office of the National Rail Safety Regulator www.onrsr.com.au/
- Public Transport Authority www.pta.wa.gov.au
- Rail Careers Pathways www.railcareerpathways.net.au/
- Rail Careers website www.railcareers.net.au/site/index.php
- Safe Work Australia www.safeworkaustralia.gov.au/Pages/default.aspx
- Training.gov.au www.training.gov.au
- Transport and Logistics Industry Skills Council (TLISC) www.tlisc.org.au



AVIATION
FREIGHT FORWARDING
LOGISTICS
MARITIME
POSTAL
RAIL TRANSPORT
ROAD TRANSPORT
STEVEDORING
WAREHOUSING
WHOLESALE

The Logistics Training Council's professional staff
will assist with all your queries.

Phone: (08) 9388 8781

Fax: (08) 9388 8784

E-mail: logistics@logisticstc.asn.au

**PO Box 7033
SHENTON PARK WA 6008**

**17 Lemnos Street
SHENTON PARK WA 6008**

The Logistics Training Council website has a wide range of industry and training information
regarding news and events, careers, workforce development, traineeships,
training packages, resources and links to other useful websites.

www.logisticstc.asn.au

Published October 2015