

# Normative Document

## Personnel Certification “Trainers for Transport Systems”

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### DIVERGENT PROVISIONS

ANNEX 1 “Trainers for Vehicle Systems”

ANNEX 2 “Trainers for In-Service Vehicle Servicing”

ANNEX 3 “Trainers for Train Drivers”

ANNEX 4 “Trainers for Tram Drivers”

ANNEX 5 “Trainers for Operating Processes and Signalbox Technologies”

ANNEX 6 “Trainers for Track Railways and Infrastructures”

ANNEX 7 “Trainers for Rail Command/Control Systems”

ANNEX 8 “Trainers for the Protection of Workplaces at the Track”

[ANNEX 9 “Trainers for Service and Sales Staff at Track Railway Operators”]

# 1 Foreword

The following sets out the procedure for certifying “Trainers for Transport Systems” on the basis of EN ISO 17024, “General criteria for certification bodies operating certification of personnel”, plus the attendant guide, hence prescribing a uniform certification system.

## 2 Sphere of Application

This normative document is applicable to all personnel certification bodies operating certification of “Trainers for Transport Systems”. The requirements for specific certification profiles are enumerated in Annexes 1-8 [9] and form part of the relevant personnel certification.

## 3 Generally Applicable Terms

### ➤ **Manager of a transport system**

- A manager of a transport system for track-bound vehicles is an establishment or any undertaking that is responsible in particular for the construction and upkeep of running lines. This may also include operation of command/control systems for these running lines.
- A manager of a transport system for non track-bound vehicles is an establishment or any undertaking that is responsible in particular for the funding, procurement, approval, upkeep and acceptance of the vehicles/components employed in the system. This may also include the running of workshops, service facilities and operations control systems for the vehicles.

### ➤ **Infrastructure facilities**

The infrastructure embraces operating facilities - including operations control and protection systems - for trains and buses inclusive of power supply and service facilities.

### ➤ **Personnel certification body (“certification body”)**

Body operating certification of conformity to normative specifications as well as of actual personnel qualifications.

### ➤ **Examining officers**

Specialist operatives who examine persons on behalf of the personnel certification body. They are technically independent in the exercising of their examination duties.

### ➤ **Examining board**

A board appointed by the personnel certification body and made up of specialist operatives which verifies and validates the content of exams, confirms examining officers, addresses complaints and is responsible for technical enquiries.

### ➤ **Trainers**

The trainer imparts knowledge, routines, methods and behavioural skills in theory and practice. He or she adopts methodological and didactic approaches as appropriate.

The term “trainer” is also used in conjunction with the content and behavioural domain in respect of which he/she provides training, e.g. rhetoric trainer, communication trainer, behavioural trainer, subject trainer, driving trainer etc.

In courses of initial, further and advanced training, he or she may lead seminars or educational offerings run over one or several days. Such seminars/educational offerings may be specifically for the employees of one company or they may be events publicly advertised by a provider of education and training.

## ➤ **Transport system**

Transport system is the term given to a closed or open system for the translocation of goods, people and messages. It comprises a given number of functionally interconnected components that are demarcated from the totality of all elements forming part of the transport system by means of specified features. Demarcation is effected, for instance, with reference to space and time as well as to technological, organisational, political, legal or operational factors and acts to simplify dealings with the transport system's structural complexity.

# **4 Specifications for the Certification Procedure**

## **4.1 Goal**

Certification exercises serve to examine qualification features by applying defined requirement profiles and to corroborate their quality by means of a certificate of competency.

Certified trainers for transport systems shall demonstrate that they have the following competencies for conducting training courses:

- a) general competencies
- b) a specific sectoral competency as per the Annexes.

## **4.2 General competencies**

### **Overarching sectoral competencies**

- General knowledge of companies, industrial law and the laws governing employee/staff representation and collective wage agreements
- Organisational knowledge
- Knowledge of the rudiments of teaching
- Knowledge of training psychology
- General knowledge of quality management

### **Methodological competencies**

- Ability to control teaching and learning processes
- Development and application of learning target checks
- Dealing authoritatively with methods of imparting knowledge
- Dealing authoritatively with media
- Capacity for professional time management
- Presentational skills
- Facilitation skills

### **Social competencies**

- Ability to communicate
- Ability to deal with conflict
- Capacity for self-reflection
- Flexibility/creativity.

## **4.3 Making an application**

Applicants wishing to sit/resit the certification exam are required to apply in writing to the certification body. Applications must include the following examinee details:

- Name, date of birth and address
- Where applicable, place of work
- Activity
- The specialisation being certified/exam being resat
- References for the requirement profile in the normative document applicable to the specialisation in question (all valid entitlements in your possession are to be cited).

The period between an application being made and the first exam being sat is not to exceed 6 months.

The period between the first and the final exam sat is not to exceed 6 months.

Any part of the exam failed can be resat 1 month after the results are announced at the earliest. Applications to resit part of an exam must be submitted within 14 days of the exam results being announced.

#### **4.4 Precondition for admission to the exam:**

##### **Specifications for producing and assessing homework:**

- a) Upon being requested to do so by the certification body, the applicant shall submit suggestions for at least three different topics around which to draft a training concept.
- b) The certification body will select one topic and notify the applicant of its decision.
- c) A training concept is to be devised for the topic area involving a day session made up of eight periods of teaching (8x45 minutes). This is to take the form of homework.
- d) The candidate shall be given at least one week for this work. The certification body shall define the procedure for delivery etc. in its exam rules.
- e) Where the training concept drawn up is rated positively in terms of:
  - structuring (note: sequence of actions)
  - comprehensibility
  - cohesiveness
  - adoption of learning target taxonomies
  - capacity for being put to effect
  - envisaged use of media
  - integration of learning success checks
  - material and subject-related correctness, and
  - target-orientation

("approved/not approved"), the candidate is duly admitted to the exam.

The candidate is deemed to have been admitted if the homework is accorded at least 67 % of the envisaged credit points.

#### **4.5 Holding the exam**

##### **4.5.1 Exam constituents**

The certification exam is made up of the following constituents:

- the written exam pursuant to Subsection 4.5.2.
- presentation and defence of homework pursuant to Subsection 4.5.3.
- teaching practice (practical exam) pursuant to Subsection 4.5.4.

Means of assistance permitted in any of the exam constituents are the usual material, audio-visual and electronic media.

#### **4.5.2 Holding the written exam**

The written exam is made up of 40 multiple-choice (MC) questions.

It is held at a location accepted by the certification body that is guaranteed to meet the exam conditions as defined in the exam rules.

A period of 90 minutes is allowed for the answering of questions. No means of assistance are permitted.

The written exam is deemed to have been passed if at least 67 % of the envisaged credit points are achieved for knowledge questions and 100 % for safety-related questions (“priority questions”).

The certification body compiles questions for the written certification exam from the approved catalogue of questions and mandates the examining officers to accept the exam.

The written exam questions must be made available promptly and with protection against unauthorised access.

#### **4.5.3. Presentation and defence of homework pursuant to Subsection 4.4**

The candidate shall present the principal content and objectives of the training concept drafted in max. 15 minutes. Recourse may be had to commonly used media such as flipcharts, metaplan boards, whiteboards or laptops with beamers).

The examining officers ask questions about the concept. The exam lasts max. 45 minutes.

At the presentation/defence, assessments are made of

- the structuring of the training concept (the “dynamics”)
- the holding of the presentation
- the situation response
- grasp of conversational skills and presentation techniques
- how methodological/didactic competencies are put into practice, and
- adherence to/gearing towards the timeframe.

The presentation/defence is deemed to have been passed if at least 67 % of the envisaged credit points are achieved.

#### **4.5.4 Teaching practice**

##### **4.5.4.1 Principles**

- a) The 45-minute teaching practice session is generally held at a company or educational establishment and involves real theory teaching and practical training.
- b) Upon being requested to do so by the certification body, the applicant shall name time, place and topics for the theory teaching and practical training planned within a prescribed period.
- c) In special cases, teaching practice may be conducted as part of theory teaching and practical training organised by the certification body (e.g. use of simulator, vehicle models etc.). The certification body will agree the relevant topics together with the candidate.

- d) The certification body will select a date and notify the candidate no later than five calendar days before the event is to be held.

#### 4.5.4.2 Assessing teaching practice

Teaching practice sessions are to be assessed by two examining officers, one proficient in the general, the other in the subject-related content.

Teaching practice sessions are deemed to have been passed if at least 67 % of the envisaged credit points are achieved.

The examining officers are to use an assessment matrix for the theoretical and practical sections when assessing teaching practice sessions. Assessment matrices must cover all principal elements of trainer competencies/behaviour.

## 4.6 Exam questions

The pool of questions for the written MC exam shall contain at least the following number of questions for the various thematic areas:

Specific subject questions	40
Trainer competencies	20
Training activities	20
Certification	20.

The exam is divided into five blocks in accordance with the thematic areas. How questions are weighted and classified draws on the following premisses:

Content-related aspect (significance in questions of safety):

1. Answers to (“priority”) questions covering safety-related areas of specific sectoral competencies.
2. Questions covering non safety-related content (knowledge questions) as well as all questions in the “Educational theory, Certification and Training Activities” blocks.

Questions are to be clearly assignable to trainer profiles and theme areas.  
Specimen solutions are provided for questions.

The written exam questions are numerically structured as follows:

Thematic areas	Content-related aspects	Type of question	Number
<b>Specific sectoral knowledge</b> - as per applicable Annex (1-9) to ND	Safety-related questions (priority questions)	Multiple Choice	5
	Knowledge questions	Multiple Choice	8
<b>Overarching sectoral knowledge/questions</b>			
Company knowledge	General knowledge questions	Multiple Choice	3
Organisational know-how and	Knowledge questions	Multiple Choice Multiple Choice	5

<b>Thematic areas</b>	<b>Content-related aspects</b>	<b>Type of question</b>	<b>Number</b>
	Knowledge questions	Multiple Choice	8
Familiarity with training psychology	Knowledge questions	Multiple Choice	8
<b>Certification knowledge</b>	Knowledge questions	Multiple Choice	3

Any parts of the exam that are failed can be resat a maximum of twice.

A fresh application for certification following three failed exams (certification exam + max. 2 resits of parts of the exams) can only be made after a period of one year. Where a fresh application is made, it is only possible to sit the certification exam.

#### **4.7 Certification**

Once the exams have been passed and the preconditions for access fulfilled, the applicant is awarded a certificate by the relevant certification body.

The certificate has a validity of five years. Its renewal involves a process of recertification. The modalities for this are laid down in Subsection 4.9, "Recertification".

#### **4.8 Monitoring**

Proper use of certificates issued is monitored as part of the activities of the certification body.

Monitoring is conducted at least twice per certificate holder (after 18 and 36 months) during the five-year certification period.

Monitoring involves establishing the following:

Within 18 and 36 months respectively:

- holding of at least 200 units of training and
- completion of at least 16 45-minute units of specialist further training.

Certified persons are sent a letter with a questionnaire in which they are required to furnish details of what they do and enclose the requisite documentary evidence.

The certification body is required to take suitable action to ensure that personnel-certification trainers are ongoingly and speedily informed of amendments to public regulations governing standardisation in the sphere of certification.

It similarly ensures by means of random exams that the preconditions for certification of the trainer are met in the monitoring period. If they are not, the certificate is revoked.

Checks may be made

- locally
- by inspecting documents or
- by obtaining references.

## **4.9 Recertification**

Six months prior to expiry of the certificate its holder shall apply for recertification.

Recertification involves a formal re-examination of the certificate's validity, the course of monitoring (cf. Subsection 4.8) and a recertification exam. The recertification exam comprises a written section pursuant to Subsection 4.5.2 and a teaching practice session pursuant to Subsection 4.5.4.

The goals of recertification exams are:

- to establish that the requisite status of knowledge and know-how in the trainer profile has been retained  
and
- to establish that competencies in educational theory and trainer action have been retained and refined

by the applicant.

Performance is assessed adopting the specifications itemised in Subsections 4.5.2 + 4.5.4.2.

In the event of the formal preconditions being met and the recertification exam passed, the "Trainers for Transport Systems" certificate is renewed for a further five years. Monitoring is as provided for in Subsection 4.8.

The verification procedure is part of the QM system run by the relevant certification body.

## **5 Rights and obligations**

### **5.1 Publicity**

The certification body may publicly advertise its certification process. Name, address and place of work of certified "Trainers for Transport Systems" (hereinafter referred to as trainer) are saved, published in lists or on other data carriers and disclosed to anyone so requesting. In concluding a contract with the certification body, the trainer explicitly consents to this. The provisions of the German Data Protection Act are to be observed.

### **5.2 Rights**

Within the framework of his/her activity as a trainer or of other duties exercised in the "Trainers for Transport Systems" sphere, the trainer is entitled

- to cite his/her certification and the accredited certification body on exam certificates, letterheads and other printed matter
- to use the document of certification awarded
- to view the normative "Trainers for Transport Systems" document.

### **5.3 Obligations and principles underpinning trainer functions**

#### **5.3.1 Conscientiousness**

The trainer is required to carry out training activities with the circumspection befitting a trainer taking account of the most recent operating regulations, the latest advances in technology and his/her own experience. He/she must ensure that training courses are prepared and run

in compliance with the “normative documents” and procedural instructions. His/her actions as a trainer shall be shaped by a fundamental attitude of focusing on success as opposed to failure. Participants are to be materially enlightened as to the reasons why any training targets are not achieved.

### **5.3.2 Duty of non-disclosure**

- a) The trainer is forbidden to disclose knowledge obtained whilst exercising his/her function as a certified trainer to third parties without authorisation or to exploit and/or use it without authorisation to the detriment of others.
- b) The trainer's duty of non-disclosure shall continue to apply regardless of his/her certification even once his/her activity as a trainer has ended.
- c) The duty of non-disclosure does not extend to the duties of notification and disclosure detailed in these rights and obligations.

### **5.3.3 Personal fulfilment of tasks**

The trainer is required to personally perform the services demanded of him/herself in the preparation and running of training and in determining the results thereof. He/she may not make wrongful or misleading use of the certification document.

### **5.3.4 Duty of notification**

The certified trainer is required to advise the certification body forthwith of:

- a) any change in employer
- b) any change in place of abode
- c) his/her withdrawing from the “Trainers for Transport Systems” area of activity if there is no longer any obligation to provide further training
- d) any loss of the certificate or certification stamp
- e) complaints about the certified person in the course of the activity to which the certificate of competency relates
- f) the institution of preliminary proceedings under criminal law or conviction for any crime or offence
- g) culpably causing hazards in rail operations
- h) gross legal violations in the context of driving road vehicles.

### **5.3.5 Duty of disclosure**

The certified trainer is obliged, if the certification body so demands, to supply the verbal or written information required to monitor his/her activity and fulfil his/her obligations within the time limit set and at no charge and to submit any documents requested.

He/she may refuse to answer any questions if to do so were to place him/her or any of his relatives at risk of prosecution under criminal law or of proceedings under Germany's Regulatory Offences Act.

### **5.3.6 Violation of obligations as certified trainer**

Any violation of the obligations itemised in Subsection 5.3 leads to certification being revoked. The trainer is thereafter forbidden to make reference to said certification.