

# Railway Operations

## Course Name

Competence, Assessment and Development (CAD) Programme

## Course Description

A programme to develop individuals capabilities in assessing. Module 1 – Making competence decisions

Learning Objectives (2 days)

- Explore and understand the principles of good assessment practice
- Appreciate how to make the 'right' decisions against the criteria
- Understand what can influence your decision making and how to manage these factors
- Understand the broader context for the programme and your role as a competence assessor within it

Module 2 – Coaching & Developing your team

Learning Objectives

- Understand what is meant by a 'coaching approach'
- Appreciate the relevance of taking a coaching approach to your role
- Show 'belief in potential' when working with your team
- Develop the core skills of coaching
- Provide opportunities to practice coaching on a practical level

Module 3 – Everyday Performance Management

Learning Objectives

- Understand how to give effective feedback to staff and documenting them
- Dealing with conflict which may arise
- Working with strength-based conversations
- Practical application session

## Audience

Local Operation Managers, Operations Managers, Shift Signalling Managers - support in carrying out evidence-based competence assessments.

**Duration:** 4 Days **Day(s)** **Class Size:** 16

## Competence Name Awarded

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## Course Code

## Prerequisite Name

## Prerequisite Short Code

## Skills Assessment Scheme Regime

## Course Type



Face to Face

**Download Date: 20/5/2024**