TfL Management System

Guidance Document

G1392 Managing Instructor Operators

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1 Purpose

1.1 The aim of this guide is to assist train crew depot management teams to maximise depot reliability and ultimately reduce Lost Customer Hours (LCH) caused by staff errors. It seeks to share existing good practice already being used by management and administration teams across the network.

2 Scope

2.1 The scope of this document is to list the processes involved in the management of Instructor Operators, within the train crew depot environment. This includes reference to managing trainees' progress, in which Instructor Operators play a vital role.

2.2 The Guidance applies to Trains management teams, i.e. Train Operations Managers (TOMs), Train Operations Standards Managers (TOSMs), Duty Train Service Managers (DTSMs) and administrative staff working in train crew depots.

3 Guidance

All concerned (admin and management team)	**3.1 General** 3.1.1 Instructor Operators play a vital role in coaching trainees following initial training, coaching cross-transfers or on occasion refreshing skills as part of a Competence Management System (CMS) action plan.
All concerned	**3.2 Number of Instructor Operators required** 3.2.1 You must make sure there are sufficient numbers of Instructor Operators in place to meet the local training demand. Depot characteristics such as staff turnover, along with any project or upgrade requirements, should be taken into account when doing this. 3.2.2 In the event of an Instructor Operator transferring out of the depot, check whether there are sufficient Instructor Operators remaining to cover local training needs. If the Instructor Operator transfers from their line, they will stop being Instructor Operators and will no longer be paid at the associated rate.
	3.3 Recruitment and selection of Instructor Operators
TOM	3.3.1 If you need to recruit Instructor Operators, discuss this with your Performance Manager. If they agree that recruitment should proceed, contact your line HRBP who will assist with the recruitment and selection process. 3.3.2 In order to be eligible to be an Instructor Operator, Train Operators must have sufficient experience on the line concerned. The current requirement is two years experience as a Train Operator and at least six months experience on the line concerned.
TOSM	3.3.2 You must ensure the 'Train the Coach' course is arranged as soon as possible for successful applicants. On completion you must advise Operational Resourcing to update the member of staff's details with the Instructor Operator SAP code. Once they have completed the course, they will be paid at the Instructor Operator rate.

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