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Issue:	1
Date:	05th June 2010
Compliance date:	04th September 2010

Level 3

Training Planning, Administration & Delivery

Endorsement and Authorisation

Endorsed by:

.....

L McLelland, Working Group Chair

Authorised by:

.....

M Ruddy, Steering Group Chair

Accepted for issue by:

.....

M McManus, National Standards Manager

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Issue record

Issue	Date	Comments
1	June 2010	Updated and Amalgamated to combine; NR/L3/CTM/101 Training Needs Identification, issue 4, NR/L3/CTM/102 Procurement of Training Services, issue 3, NR/L3/CTM/103 Training Planning & Administration, issue 4, NR/L3/CTM/104 Training Delivery, issue 3, NR/L3/CTM/114 Appeals and Complaints, issue 3.

Compliance

This Network Rail standard is mandatory and shall be complied with by Network Rail and its contractors if applicable from 4th September 2010.

When this standard is implemented, it is permissible for all projects that have formally completed GRIP Stage 4 to continue to comply with the Issue of any relevant Network Rail Standards current when GRIP Stage 4 was reached and not to comply with requirements contained herein, unless the designated Standard Owner has stipulated otherwise in the accompanying Briefing Note.

Reference documentation

NR/L3/CTM/302	Production & Management of Training & Assessment Solutions
NR/L3/CTM/303	Trainer Approval
NR/L3/CTM/305	Training Evaluation

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1 Purpose

This procedure sets out the process to be followed for establishing prioritised statement of training requirements, and subsequent planning, administration and delivery of these requirements, including the provision for the procurement of training services and development of resources.

2 Scope

This procedure applies to all Network Rail employees who in the course of their duties or their personal development require the services of the Competence and Training organisation. It also applies to line managers, Human Resource managers and Competence and Training employees who are involved with the identification, planning delivery and administration of training needs.

This document excludes any planning, administration and delivery of training events associated with the Network Rail Advanced Apprenticeship Scheme and Foundation Degree programmes.

NOTE 1 Processes relating to these will be found in NR/L3/CTM/307 Advanced Apprentiship Scheme and Foundation Degree Administration (in preparation).

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3 Roles and responsibilities

Training Planning, Administration and Delivery	New Entrants	Existing Employees	Development of Required Resources	Requirement for Outsource Training Delivery
	6.2	**6.3**	**6.4**	**6.5**
Competence & Training	I			
National Training Manager		RI		
Customer Account Specialist		RC		R
Training Manager		ARCI	AR	R
Training Planning Manager	R	RC		
Planner		RC		RI
Training Administrator		RI		R
Training Centre Administrator		R		
Trainer		RCI		
Human Resources	AR			
Line Managers/Supervisors	I	RCI		
Delegates		RCI		

RACI is a means of linking process steps to roles as follows:

- R – Responsible: the individual(s) who perform an activity – responsible for action/implementation – although usually only one, Rs can be shared
- A – Accountable: the individual who is ultimately accountable including yes/no decision and power of veto – only one 'A' can be assigned
- C – Consulted: the individual(s) to be consulted prior to a final decision being made or action taken – two-way communication.
- I – Informed: the individual(s) who need to be informed after a decision is made or action is taken – one-way communication

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4 Definitions

Competence matrix

A list of competences required to enable a group of staff to undertake their roles.

Lesson plan

A written guide for trainers plans in order to achieve the intended learning outcomes. It provides specific definition and direction on learning objectives, equipment, instructional media material requirements, and conduct of the training.

Oracle learning management

A system which provides the facility for the management and recording of training events.

Planner

Individual undertaking the planning training for allocated areas.

Trainer

An individual who is approved by Network Rail to deliver one or more named training events.

Training administrator

Individual responsible for the administration of training events

Training manager

In the context of this document, an individual responsible for the delivery of training for a specific delivery team within Competence and Training.

Training key contact

Individual responsible for informing delegates of forth coming training events.

Training planning manager

Individual responsible for the planning of training events

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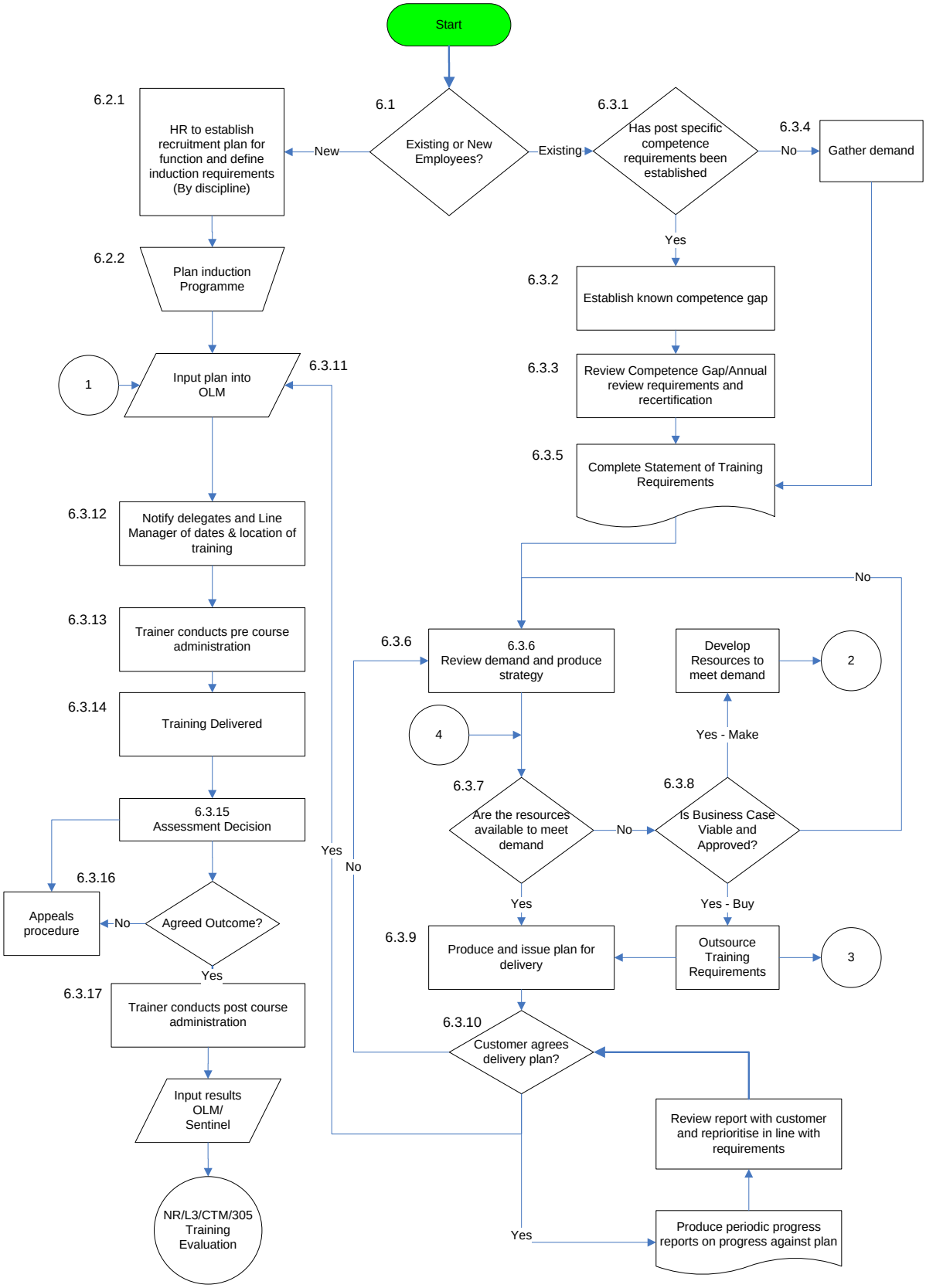
5 Flowcharts

5.1 Training planning and administration



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