

POSITION DETAILS

POSITION TITLE	Apprentice
DIRECTORATE	Maintenance
DIVISION	
REPORTS TO	Various
POSITION NUMBER	Various
CLASSIFICATION	APPR1-4 (under 21) or ADAPT1-4 (over 21)
HEALTH ASSESSMENT CATEGORY	Rail Safety Worker - Category 1

PRIMARY PURPOSE

Apprentices who undertake an apprenticeship combine off the job training and on the job skills development in order to obtain a nationally recognised qualification, or trade certificate. Apprentices may work in Telecommunications, Electrical or Mechanical trades.

Apprentices gain skills with the aim to work in the following areas:

Telecommunications (Operational Technology)

Apprentices will be working in the Operational Technology area. This area is responsible for ensuring high availability of train control and visibility systems, wireless and fixed data network communications, voice communications, passenger information as well as condition monitoring infrastructure.

During their apprenticeship, apprentices will be involved in operational maintenance, installation, testing, and commissioning and system handovers.

The main tasks of the job are to maintain, operate and repair communications, control systems and condition monitoring systems, predominantly in the field.

Telecommunications employees install, configure, operate, maintain, diagnose faults and repair telecommunications and train control services in support of Rail Operations.

The main technologies apprentices will be involved in include:

- Data communications networks – MPLS, Switches , Routers
- Voice communications networks – Telephony, VoIP, Digital
- Transmission Networks – SDH, PDH, DWDM
- Communications Backbone Network – Optical Fibre, Copper
- Telecommunications Power, Facilities & Radio Towers
- Train Control and Visibility systems
- Passenger Information – Video and Audio, clocks
- Radio Networks – Wireless, Digital , Time synchronisation
- Condition Monitoring Systems – Hot Bearing Detection, Wheel Impact Detection.

Electrical

Substation Distribution Electricians work on the installation and maintenance of electrical equipment in high voltage rail substations including rectifiers, transformers, and high and low voltage switchgears. It also involves the installation and maintenance of general lighting and power services together with various types of electrical appliances.

Signal Electricians work on the installation and maintenance of electrical and mechanical (and air operated) signalling, point machines, colour light signals, power supplies, track circuits, control systems and multicore cabling systems.

Rail overhead line workers construct and maintain high voltage transmission lines and 1500-volt overhead rail-traction wiring and associated equipment.

High Voltage Cable Jointers are responsible for the installation and maintenance of underground and overhead electrical supplies, substation builds and the installation of major pieces of equipment and infrastructure.

Mechanical

Plant Mechanics maintain heavy on-track machinery including track and point regulators, and overhead wiring machines, as well as motorised and mechanised hand tools.

Signal Fitters maintain and install pneumatic supplies to switch machines, mechanical interlocking's and rail keying systems.

Rail Maintainers (Electrical/Mechanical)

The main tasks of the job are to:

- Inspect service, overhaul and repair electrical systems, equipment and components on passenger trains to contribute to the reliability and availability levels for Sydney Trains passenger fleet.
- Operate lathes, milling machines, drills, grinders, oxy-acetylene cutting equipment and electrical welders as well as general hander and power tools and undertake general fitting.
- Inspect service, overhaul and repair mechanical systems, equipment and components on passenger trains to contribute to the reliability and availability levels for Sydney Trains passenger fleet.

ORGANISATIONAL ENVIRONMENT

The 'Fixing the Trains' program is a once in a generation reform. Key to this is the creation of two new organisations. Sydney Trains and NSW Trains are world-class organisations with one shared goal – to give customers the service they deserve, every day, without fail. Sydney Trains and NSW Trains represent real and exciting change.

The transformation will position the new organisations to become more customer-focused, sustainable, efficient and cost effective.

Sydney Trains and NSW Trains will reflect a 'make it happen' culture where each individual accepts both a personal and shared responsibility for being innovative, for making a difference and for developing organisational capability.

There is a clear mandate for a renewed focus and continual and measurable improvements in customer service, presentation standards, on time running, safety and maintenance.

Joining the new Sydney Trains and NSW Trains teams presents an exciting opportunity to shape the future and make a genuine difference for the people of NSW by providing the rail system they deserve.

KEY ACCOUNTABILITIES

- To achieve competence in the chosen trade through a combination of on the job and of the job training.
- Typically an apprentice is assigned with route functions at the start of the apprenticeship. As an apprentice progresses and gather more experience, the assignments and tasks will become more difficult.
- Assisting a skilled tradesperson by supplying tools, materials and equipment at the start of and during a job.
- Under supervision, and once the appropriate skills and knowledge has been gained, an apprentice may be asked to perform routine tasks themselves.

Although the key accountabilities and tasks will vary according to the specific trade, as an Apprentice is in a "learning position" the following training responsibilities are applicable to the position:

- Making all reasonable efforts to achieve the competencies specified in the training plan and undertaking any training and assessment required;
- Attending training sessions or supervised workplace activities and taking advantage of learning opportunities.
- Accepting instructions and training in the vocation both on and off-the-job.
- Maintaining a record of training such as a training record book.
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains safety management system requirements which are defined in SMS document number SMS-02-RG-3058.

KEY RELATIONSHIPS

INTERNAL – across/within Sydney Trains

MAIN CONTACT and PURPOSE

- Apprentice Training Unit, including Team Leader and Trainers
- Engineering Staff and Management
- Maintenance Staff and Management
- Renewals Staff and Management
- Capability Team | Learning and Development

EXTERNAL – outside of Sydney Trains

MAIN CONTACT and PURPOSE

- Transport for NSW Organisational Development
- Department of Education and Training
- Contractor(s) for external rotations (if applicable)
- TAFE NSW
- Australian Business Limited (Apprenticeships Centre)

DECISION MAKING

- As an entry level position an apprentice is not responsible for making business decisions

CHALLENGES

- Achieving the competencies specified in the training plan and undertaking any training and assessment required.

POSITION IMPACT

DIRECT REPORTS:	None
BUDGET (CapEx/Salary):	N/A

SELECTION CRITERIA

(include any required Licences or accreditation required by the position)

- Ability to complete trade qualification
- Good oral and written communication skill
- Appropriate level of verbal and numerical ability
- Ability to work as part of a team
- Good problem solving ability
- Strong knowledge and understanding of mechanical and/or spatial concepts (dependent upon trade).

PERFORMANCE STANDARDS

Dimension	Performance Level
SAFETY	<ul style="list-style-type: none"> • Personal ownership over safety demonstrated through proactive risk based decision making • Safety results of self and team achieved • Target Zero principles and objectives communicated and initiatives implemented • Safety improvements realised through regular communication and interactions with team • Safety management system implemented and monitored for team • Investigations for incidents proactively managed and a resolutions achieved within designated timeframes
CUSTOMER	<ul style="list-style-type: none"> • Customer expectations mutually agreed through engagement with managers and team • Customer initiatives interpreted and communicated to the team and delivered at appropriate cost • Customer priorities improved through application of customer-first processes in the areas of timeliness, information, passenger safety and cleanliness • Performance monitored, communicated to the team and improvement opportunities identified and pursued • Feedback and initiatives solicited from team and customers, feasibility pursued and outcomes communicated back to team members (go or no-go) • Team held accountable for utilising agreed methods and measures to produce reliable results • Delivered operational/technical/specialist information and outcomes on time
FINANCIAL	<ul style="list-style-type: none"> • Goal setting, work plans, budget and resource allocation aligned with plan and Directorate goals • Early identification of budget variances enabled intervention • Financial processes and systems complied with • Prudent purchasing activities resulted in doing more with less • Appropriate rostering and scheduling reduced overtime and absenteeism • Short-term results achieved within budget • Quality and risk management processes implemented • Team met targets, due dates and quality standards
LEADERSHIP	<ul style="list-style-type: none"> • Communicated, demonstrated and ensured commitment to enterprise vision and values and operational priorities • Displayed fairness, built trust and maintained respectful relationships through open lines of communication vertically and horizontally • Defined and delegated work to be done with adequate resources and progress measured • Team members had clear, current and measurable goals and objectives • Regular team briefings, 1:1 coaching and individual development plans enhanced team members' performance and raised the bar for the team to a consistent standard • High performance and team success celebrated and non-performance recognised, communicated to individuals/team and appropriate consequences respectfully actioned • Created real teamwork and idea sharing with direct reports, peers and manager • Enabled effective consultation through union interactions

BEHAVIOURS

Critical behaviours	Behaviour Statement
PRIDE	<ul style="list-style-type: none"> • Ask for feedback about your team and identify and spread the word about successes across businesses • Compliment good performance and provide guidance to improve on poor performance • Share personal stories about what makes you proud to work here and your passion for the Railway
ACCOUNTABILITY	<ul style="list-style-type: none"> • Consider the bigger picture. Align your decision-making with the overall organisation objectives, which you regularly communicate to your team • Be proactive and access the information you need to make the right decisions in a timely manner, taking a solution-based approach and calculated risks
COLLABORATION	<ul style="list-style-type: none"> • Treat staff fairly and equitably and communicate decisions and process • Provide honest and constructive feedback and engage in both the positive and difficult conversations • Meet regularly with your team to collect feedback and brainstorm ideas that you will personally progress
EXCELLENCE	<ul style="list-style-type: none"> • Talk to your staff about the significance of the task that they are undertaking • Ensure they understand the context and rationale for what they are being asked to do • Take initiative to reach out to your customers, anticipate their needs and offer to help
SAFETY	<ul style="list-style-type: none"> • Regularly visit worksites and recognise good and poor practices • Begin discussions with safety conversation, emphasising the value we place on ensuring our team mates go home safe • Regularly share with your team lessons learned and opportunities for safety improvement