

TRAINER PROFILE

General description

In general the trainer improves the proficiency and focus of employees working in the rail infrastructure. Preparing and delivering inspirational, efficient training is the main focus for trainers, supervising and supporting the learning process of trainees. The trainer keeps his knowledge and skills up to date with special attention devoted to ICT skills relating to the signalling field, and innovative learning methods and tools.

Main areas of expertise and competence:

1. Technical
 - a) Basic knowledge of technical railway aspects and own technical field
 - b) Up to date with new developments in own technical field and basic knowledge of adjoining technical fields
2. Pedagogic / didactical
 - a) Prepare training in advance
 - b) Delivering training and presenting with diverse media
 - c) Interacting with groups of participants and individuals
3. Personal
 - a) Communication and integrity
 - b) Taking responsibility, accurate, curious, change-oriented, safe behaviour
 - c) Motivated and enthusiastic
 - d) Customer focus
4. Digital skills (part of 21st-century skills)
 - a) New technology in systems / technical field
 - b) Uses new technology in training / digital skills



1. Technical

Unit 1.a	Basic knowledge of technical railway aspects and own technical field		
	He/she is able to understand the basics of signalling engineering and railway technics in their own field.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">• Subject matter knowledge and/or expertise• Good detailed understanding of electronics• Good knowledge of signalling systems• Knowledge of signalling system (Train & Compounds)• Familiar with the rail system	<ul style="list-style-type: none">• The signalling basics• Experience in the technical aspects of interlocking (he wants to teach)• Having a lot of knowledge on stand-by	<ul style="list-style-type: none">• Think technically• Speaking the same terminology• Having a lot of knowledge on stand-by• Speaking the same language as the participants

Unit 1.b	Up to date with new developments in own technical field and basic knowledge of adjoining technical fields		
	He/she is able to stay up to date with the latest developments in their own field of expertise. Basic knowledge of adjoining technical fields is also necessary.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">• Knowledge of railway rules and regulations	<ul style="list-style-type: none">• Keeps up with the latest developments – reads news sites• Experienced: Expert level of knowledge and expertise	<ul style="list-style-type: none">• Behaving safely• Open mind: open to innovating his methods of teaching, eager to learn• Cross-functional• Motivated to take part in development and implementation of new technologies and solutions



2. Pedagogic / Didactical

Unit 2.a	Prepare training in advance		
	He/she is able to prepare training on the basis of a training programme or plan. Materials and up to date information are available before the training starts, and machinery and systems are ready for the training.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">Knows what is necessary for training	<ul style="list-style-type: none">Prepares his training in advance – all materials are in placeSystems / machinery working properly	<ul style="list-style-type: none">Reflective in what he says and doesProactive in advance of the training

Unit 2.b	Delivering training and presenting with diverse media		
	He/she is able to deliver training in a way that is creative and makes use of various ways and media. The training is varied, matching the learning targets and the trainee's field of work.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">Knows how to teach and how to learnKnows various didactical ways to deliver training	<ul style="list-style-type: none">Able to deliver training that is requiredWell-presentedGood presenter in front of a classroom using various mediaAsks students about their practice (work)Being reflective towards him/herself, towards the participantsExperienced: Good presentation skillsLearn how to learn	<ul style="list-style-type: none">Starter with signalling background: Enthusiastic, systematic, easy to understand, pedagogical skills (not formal)Starter with no signalling background: Teaching background from technical subjects, enthusiastic, systematic, inventiveEager to learn from teaching

Unit 2.c	Interacting with groups of participants and individuals		
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	He/she is able to apply social learning, face to face vs. remote, facilitating, informal, WhatsApp / social media, what's true/false, etc. and uses this in transferring knowledge to 'experience' for the trainees.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">• Knows how to use the crowd• Establishes prior learning• Is familiar with various ways of interacting with the group	<ul style="list-style-type: none">• Makes contact with students – shakes hands, asks 'How are you?'• Is patient – explains in different ways• Asks students about their practice (work)• Helps students to stay calm for tests• Adapting to the students• Social / convincing skills• On-the-job training/coaching skills	<ul style="list-style-type: none">• Motivation: knowledge of different methods to exchange knowledge• Lead by example• Promotes company value• Feeling for working-class people, not only highly-educated people – pitching the group levels



3. Personal competences

Unit 3.a	Communication and integrity		
	He/she is able to communicate in various situations as a trainer and adapts to the target group in an honest way		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">Familiar with communication techniques	<ul style="list-style-type: none">Good communicator / communication techniques for various situations (individual, group, remote)Listening: really interested, taking trainees seriously, rephrasing the questionIntegrity: ask students to come with problems in breaks e.g. – trust comes and goes.	<ul style="list-style-type: none">Team-working, collaborate with technical experts and training designersOpen in communication, willing to listen to traineesIntegrity: may be required to maintain a delegate's confidenceApproachable

Unit 3.b	Taking responsibility, accurate, curious, change-oriented, safe behaviour		
	He/she is able to take responsibility for their job in being accurate and curious. This reflects in willingness to accept and adapt to changes in work, always in a safe manner		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">Knows the safety regulations	<ul style="list-style-type: none">Being responsibleExhibits safe behaviourGood time-keeping	<ul style="list-style-type: none">Willing to learn – never stop learning!Starter: Behaviour, communication, interested, preparedBeing punctualBehaving safely



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Unit 3.d	Motivated and enthusiastic		
	He/she is able to inspire trainees individually or within groups through expertise, inspiring behaviour and challenging programmes.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">• Skills to reflect on his own way of learning• Knows motivating	<ul style="list-style-type: none">• Experienced: enthusiastic, in-depth knowledge, systematic, willing to adapt to new technology• Likes to explain what he knows• Listening skills	<ul style="list-style-type: none">• Enthusiastic/credibility – Potential!• (Social, company, teacher) Awareness – Where are you, sensibility!• Charisma – being the natural centre of attention• Engage and support the trainee• Likes to teach

Unit 3.e	Customer focus		
	He/she is able to act as a representative of the company focusing on customer expectations and trainee needs.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">• Knows how the company works	<ul style="list-style-type: none">• Interested in the rail industry• Acts as a representative of the company	<ul style="list-style-type: none">• Customer-driven• Being a natural helper



4. ICT skills (part of 21st-century skills)

Unit 4.a	New technology in systems / technical field		
	He/she is able to keep up to date with new technology in railway engineering systems and technical fields.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">• Good understanding of information technology/new technology in systems• Knowledge of computer products / systems	<ul style="list-style-type: none">• Self-motivated in learning new technology• Uses new systems proactively to learn	<ul style="list-style-type: none">• Always having questions• Interested in other, related techniques• Open-minded

Unit 4.b	Uses new technology in training / digital skills		
	He/she is able to use ICT skills to work with various software, new media like smartboards, various devices. Is interested in new technology in all teaching methods and blended learning.		
	Knowledge	Skills	Competence
	<ul style="list-style-type: none">• Up to date on new (ICT) technology• Knows social media technology	<ul style="list-style-type: none">• Uses new technology: simulation, YouTube, Kahoot, 3D• Deal with new training methods for 'isolated' learning – feedback missing via eye-contact• Digital skills, ready, willing and able, innovative	<ul style="list-style-type: none">• Open-minded• Sharing – learning organisation• Eager to invest time to learn