

L1-HMR-MAN-003 Version: 1 Effective From: 6<sup>th</sup> November 2013

## **Approval**

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## **Amendment Record**

Approval Date	Version	Description
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### 1 Introduction

## 1.1 Purpose

The purpose of this procedure is to detail the competency requirements for all functional roles within the Project Management matrix at Appendix 1. This procedure is a subset of competency requirements governing all Rail Safety Workers (RSWs) under the Business Rules Manual for the Contracting Rail Safety Worker (L0-HMR-MAN-001).

### 1.2 Scope

This procedure covers all contractors and subcontractors who carry out rail safety work under one of the Project Management functional roles and describes all competency requirements; including, the required competencies, assessment and method of recording these competencies.

## 1.3 Definitions and Responsibilities

The following terms and acronyms are used within this document:

Term or acronym	Description
Academic Transcript	Is an official, comprehensive and verifiable copy of a student's record of courses relating to their qualification.
Act or 'the Act'	Refers to the Victorian Rail Safety Act 2006.
Assessor	Person approved to review RSW's evidence of competence and issue Project Management Assessment documents to both the RSW and Card Issuing Body.
Australian Qualifications Framework (AQF)	The national policy for regulated qualifications in Australian education and training.
Card Issuing Body	Refers to Onsite – the ARA and Metro approved external provider of the RIW Card.
Certified Documents	Documents which are confirmed as true copies of the originals, by a person authorised to do so.
Competency Assurance Framework (CAF)	The framework that governs the CMS.
Competency Management System (CMS)	A system of capturing the competencies of all RSWs to meet the requirements of the Act. Metro uses the Onsite CMS to manage the competencies of contracting RSWs.

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Term or acronym	Description
Contractor	A company or individual engaged by Metro to undertake signalling work in accordance with an agreement. A contractor may be a sole trader or an employee of a parent signal contracting company. For the remainder of this procedure contractors and subcontractors are referred to as RSWs.
Functional Categories	One of the sub or functional categories that make up Project Management matrix.
Onsite	The Onsite CMS is the system behind the RIW Card program.
Program Director  Note. ARTC Project Director equivalent	The Program Director is responsible for balancing the needs of the business, including technical, quality and operational requirements. The Program Director is a part of the steering committee with the following specific responsibilities:
	<ul> <li>Approving project expenditure within approved budget and delegation and ratifying the selection of the approval authority.</li> </ul>
	<ul> <li>Monitoring project finance.</li> </ul>
	Constraining user and supplier excesses.
	Ensuring that the project gives value for money.
Project	A task requiring the allocation of resources outside of normal maintenance, operations or contract administration activities. A project has a start and finish date. Alternatively a project can be defined as "a temporary organisation that is created for the purpose of delivering one or more business products according to a specified business case.
Project Engineer	The person who is responsible for a significant technical role on the project. The role at times can also perform some duties of a project manager and must hold an engineering degree.
Project Management	The planning, monitoring and control of all aspects of a project and the motivation of all those involved in it to achieve the project objectives on time and to the specified cost, quality and performance.

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Term or acronym	Description
Project Manager	The person who is responsible for the planning and monitoring, administration and control of a project works.
Project Officer/Technician	The person who is responsible for planning the project schedule, programming project objectives, identifying deliverables and making supporting plans, usually with defined stages, and with designated resources.
Rail Corridor	Fence to fence either side of the nearest track. If no fence, 15 metres either side of the outermost rail.
Rail Safety Work	Refers to work carried out specific to Metro's accreditation with Transport Safety Victoria.
Rail Safety Worker (RSW)	Refers to those carrying out rail safety work under one or more of Metro's Functional Categories.
RSW Card / Rail Industry Worker (RIW) Card	The smart card used to identify each RIW and the roles to which the RSW is authorised to undertake.  The RIW Card will replace the RSW Card from 06 March 2013. RIW Card is the term used in this document.
Registered Training Organisation (or RTO)	A vocational education and training organisation registered to deliver training in accordance with the AQF.
Relevant experience	Any experience presented for assessment needs to be directly related, connected or pertinent to the role.
Signalling Project Manager / Senior Engineer	A senior person who is specifically responsible for the technical and management function of the signalling works within in project. This individual would work under the direction of the overall Project Manager. In some Projects this individual may be dual hatted and fulfil the overall PM as well.
Signalling Project Engineer	The person who is responsible for a specific signalling technical components of the project. The role at times can also perform some duties of a signalling project manager and must hold an engineering degree.
Upload	Sending documents from a computer to another system using the Internet.

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#### 1.4 Responsibilities

### General Manager – Safety Environment & Risk

Is the owner of this procedure.

### Competency Assurance Framework Manager

Is responsible for managing the process of ensuring all RSWs are compliant with this procedure.

## **Card Issuing Body**

Is responsible for verifying RSW competencies and issuing the RIW Card.

#### **RSWs**

- Shall ensure the competencies required to work for Metro are valid, current and relevant to the work they undertake;
- Shall not undertake rail safety work for which they have not been deemed competent under this procedure; and
- Shall provide and maintain all evidence requirements used in assessing competence in accordance with this procedure.

### **Contracting Companies**

- Are to ensure compliance with this procedure; and
- Are responsible for ensuring subcontracting RSWs, engaged by the parent contracting company are compliant with this procedure.

### Alliance partners

Are to ensure all RSWs engaged by the alliance are compliant with this procedure.

#### **Assessors**

Are responsible for reviewing and assessing a RSW's evidence against the assessment criteria and issuing the Project Management Assessment document to the card issuing body.

#### 1.5 **Reference Documents**

The following documents support this procedure:

- L0-SQE-PRO-014 Safety and Environmental Requirements Contractors Working on Metro Premises
- L0-HMR-MAN-001 Business Rules Manual for the Contracting Rail Safety Worker



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#### 2 **Identifying and Determining Competence**

As an accredited rail operator under the Act, Metro must have a CMS that ensures RSWs are competent to carry out their rail safety work and the CMS maintains the competency records for all RSWs.

#### 2.1 **Project Management**

Persons responsible for Project Management roles have been defined as RSWs and therefore will be required to have their Project Management competence assessed.

The Act requires that competence should be assessed with reference to the AQF which has requirements for obtaining qualifications through an approved course. It is Metro's responsibility to record and determine the competencies gained through the AQF as well as the competencies required for those areas outside the AQF.

The Project Management competency requirements are set out in skills matrices in Appendix 1. These competency requirements are to be made up of:

- Qualifications or units of competence recognised by the AQF. These include qualifications issued by schools, vocational and educations providers (including TAFE and private registered training organisations), and the higher education sector (including universities);
- Knowledge; and
- Experience.

#### 3 **Assessment of Competence**

This section defines what evidence is required for a RSW to be assessed as competent for the applicable roles identified in the Project Management matrix.

Note. This section assumes the RSW has a profile created in Onsite and the relevant role has been selected and assigned to their profile. For those unfamiliar with how to obtain a RIW Card should refer to the parent Business Rules Manual for the Contracting Rail Safety Worker.

#### 3.1 **Evidence of Competence Required.**

To be assessed as competent in all Project Management roles the required evidence to be submitted is:

- Tertiary qualifications,
- Current resume, and
- Record of relevant experience.



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#### 3.2 **Assessment Documentation**

#### 3.2.1 Tertiary Qualifications

For the purposes of showing competence in a multi-subject qualification, a certified copy of an academic transcript from an institution issuing the degree should be provided as supporting evidence. This is required to verify the attainment of the qualifications that an individual holds. The transcript must include the name of the institution where the qualifications were gained and the date when the qualifications were achieved.

Note. Where a transcript of results is not available, Metro will allow for a certified true copy of the degree to be submitted.

A RSW submitting an overseas qualification as evidence must ensure they follow the Foreign Qualifications Skills Recognition requirements from paragraph 10.4 of the Business Rules Manual for the Contracting Rail Safety Worker.

## 3.2.2 Current Resume

For the purposes of showing competence, a copy of the RSW's current resume is required as supporting evidence to assist in validating their skills, knowledge and experience. Included in the resume should be the following information:

- Contact information: Include name, address, telephone number and email address.
- Experience and employment summary: list employment (including internships) in reverse chronological order with position title, name and location of employer, and dates of employment by year. Include a summary of accomplishments in each job.
- Education: educational credentials should be prominent including full degree title (e.g. Master of Project Management not MPM), graduation date and name of institution issuing qualifications.
- Recognition and Awards: record any formal recognition or awards received that validate skills and experience.
- References: include 2 to 3 referees/supervisors who can verify work experience and skills. Include the referee's name, title, organisation, email address and work number.

#### 3.2.3 Record of Relevant Experience

RSWs are required to demonstrate relevant experience in line with the skills and activities set out in the specific role descriptors as set out in Appendix 2; this information is essential in supporting a RSWs application.



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Supporting documentation should be attached and include the following:

- Information on previous project roles undertaken, including their complexity and feedback received from clients on completed projects.
- Assessments conducted by an external organisation on previous project roles undertaken for this organisation.
- Training courses undertaken, memberships, and any other documentation that supports competence.

Appendix 3 lists the types of evidence required to support the Record of Relevant Experience requirements.

#### 3.3 **Assessment Approval**

Using the Project Management Assessment template at Appendix 4, a Metro approved assessor will review the evidence provided by the RSW to determine whether the RSW is competent to undertake the Project Management role they have applied for.

Depending on the evidence provided, the assessor can:

- Assess them as competent to carry out rail safety work for Metro.
- Deem them not yet competent, and advise the Metro manager and/or the RSW that they do not yet have the minimum required competencies to carry out the work they have applied for.

Once the assessor completes the assessment, the assessor signs the Project Management Assessment template and uploads it into Onsite to progress the application for the RSW. The assessor must also keep a copy of the assessment for use during their own recertification.

Note. The Project Management Assessment template is available as a downloadable document from the www.metrotrains.com.au/academy website.

#### 3.3.1 Metro Internal Assessors

Metro has identified internal Project Management SMEs to complete Project Management assessments. Accessing these assessors can be achieved through the assessor list within Onsite or via the competencies@metrotrains.com.au email address.

## 3.3.2 External Assessors

To become a Metro approved external assessor, RSWs must hold a RIW card with the 'General Assessor' role on their profile. The flow chart and evidence requirements to become a Metro approved assessor are shown at Appendix 5 and Appendix 6 respectively.



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Metro allows contracting companies to use their own Metro approved external assessors to assess the competence of their own Project Management staff and other contractors wishing to be assessed to work on Metro projects.

Note. Assessments completed by an ARTC approved Project Management assessor will continue to be accepted by Metro providing the role is comparable. On advice from Metro, Onsite will restrict what assessments Assessors are permitted to do, ie. A Signals Assessor may or may not be able to assess Project Management assessments as it depends on the evidence uploaded as part of their Signal Assessor application.

### 3.3.3 Obligations of External Assessors

Metro expects Project Management Assessors will:

- Apply Metro's competency standards and procedures;
- Promptly advise <a href="mailto:competencies@metrotrains.com.au">competencies@metrotrains.com.au</a> where standards cannot be applied and seek resolution;
- Use external assessor delegations in an appropriate way for the intended purposes;
- Create and maintain full and accurate records of Project Management assessments performed;
- Keep up to date with advances and changes in the area of Project Management expertise, and where appropriate advise competencies@metrotrains.com.au of any likely impact upon Metro job tasks; and
- Maintain the integrity and security of Metro's documents or information.

External assessors should be aware that they can be held accountable if they do not perform their duties in accordance with Metro standards and procedures. Failing to comply with this procedure and the parent business rules can render an assessor blocked from conducting assessment for Metro.

### 3.3.4 External Assessors Re-certification

Review and re-certification of an external assessor's competency can occur at any time however this shall not exceed three years. At the end of the three years, if an assessor has not been recertified by Metro the role will expire. Recertification involves Metro staff reviewing a sample of the assessments completed during the previous three years.

As with the specific Signalling Assessors, annual moderation sessions will be held to improve the assessment process and reduce variance in assessments. It is mandatory that assessors attend the annual moderation session as part of their on going assessor accreditation and attendance will be captured within Onsite against the assessor's profile.



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### 3.3.5 Dispute Resolution

Where a RSW feels aggrieved by the assessment outcome, RSWs are encouraged to follow dispute resolution process located in the parent Business Rules Manual for the Contracting Rail Safety Worker.

## 4 Auditing

All formal AQF and non AQF qualifications, resumes, assessments and other documentation in support of all RSW roles are stored within Onsite. As such, in accordance with the parent Business Rules Manual for the Contracting Rail Safety Worker, Metro reserves the right to audit a RSW's records on the following occasions:

- On Work Sites: The RIW Card has information that can be recovered/audited either
  via electronic scanning or online querying via the Onsite website. This will occur at
  both scheduled and random events to ensure RSWs are compliant with this
  procedure.
  - Where a RSW is found to not hold the necessary competencies/authorisations for the work being undertaken, they will be escorted from the worksite. This will initiate an investigation by Metro and may result in a suspension against the RSW for that or all roles. This will prevent the RSW from undertaking rail safety work for Metro.
- Desk Top Audits: Either as a result of an accident, incident, breach of this manual or when Metro has reason to believe the competence of the RSW is called into question, Metro will review the evidence stored within Onsite. In all cases, Metro reserves the right to suspend the RSW from undertaking rail safety work for Metro.



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## 5 Appendix 1– Project Management Competency Matrix

Project Management, Version 3.0, May 2013

National Unit Of Competency (Unit code and descriptor) and other Essential Education, Training and Evidence Requirements	Rail Safety Work Descriptor	Program Manager (Path 1)	Program Manager (Path 2)	Project Manager (Path 1)	Project Manager (Path 2)	Signalling Project Manager / Senior Engineer	General Project Engineer (Path 1)	General Project Engineer (Path 2)	Signalling Project Engineer (Path 1)	Signalling Project Engineer (Path 2)	Project Officer/Technician
Tertiary Qualification - Bachelor Degree		X		X		X	X		X		
Tertiary Qualification - Certificate								X		X	X
Tertiary Qualification - Trade											X
Formal Project Management Training		*	*	*	*	*	*	*	*	*	*
Current CV		X	X	X	X	X	X	X	X	X	X
Record of Relevant Experience (1)		X	X	X	X	X	X	X	X	X	X
VRIOGS Standards Induction for Construction (2	2)					X			X	X	
Essential Relevant Experience					П	П	П			П	
1 YEAR							X				
2 YEARS		i									
3 YEARS				X							X
5 YEARS					X				X		
7 YEARS		Х									
10 YEARS			X			X		X		X	

#### Notes.

- 1. Refer Project Management Compliance Update Bulletin for further information.
- 2. These questions can be obtained via the competencies@metrotrains.com.au email address.

### General Note.

1. Any RSW on this matrix entering or working within Metro's rail corridor will need to select the Around The Track Person role and be compliant with these competency requirements before entering the corridor

#### **Matrix Code**

- X Required by 01 July 2013
- X Required by 02 December 2013
- \* Optional

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# 6 Appendix 2 – Record of Relevant Experience

Project Management Record of Relevant Experience, Version 1.0, May 2013

Evidence Requirement	Role	Program Manager (Path 1)	Program Manager (Path 2)	Project Manager (Path 1)	Project Manager (Path 2)	Signalling Project Manager / Senior Engineer	General Project Engineer (Path 1)	General Project Engineer (Path 2)	Signalling Project Engineer (Path 1)	Signalling Project Engineer (Path 2)	Project Officer/Technician
Provide evidence of interpreting and scopir project requirements.	ıg	X	X	X	X	X	X	X	X	X	х
Provide evidence of the management of time and progress of a project.	ning	X	X	X	X	X	X	Х	X	X	Х
3. Discuss when you have managed cost and budget issues for a project.		X	X	X	X	X	X	Х	X	Х	Х
4. Provide evidence of when you have manage quality aspects of a project.	jed	X	X	X	X	X	X	X	X	X	X
5. Discuss situations when you have manage project staffing	d	X	X	X	X	X	X	Х	X	Х	X
6. Provide evidence of the management of communication within a project.		Х	Х	Х	Х	Х	Х	Х	Х	Х	X
7. Provide evidence of when you have managed project risk.		х	Х	Х	Х	Х	Х	х	х	Х	Х
8. Discuss when you have managed contractual issues including procurement.		Х	Х	Х	Х	Х	Х	х	х	Х	Х



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# 7 Appendix 3 – Record of Relevant Experience Example Documents

Skills	Sample Evidence
Provide evidence of interpreting and scoping project requirements.      Provide evidence of the management of timing and progress of a project.      Discuss when you have managed cost and budget in the project.	<ul> <li>Meeting minutes with relevant comments</li> <li>Project Feasibility Report</li> <li>Product Description</li> <li>Project Management Plan</li> <li>Project Progress Report</li> <li>Network Alteration Notice</li> <li>Tender Evaluation Criteria and Grid</li> <li>Project Management Plan</li> <li>Project Progress Report</li> <li>Phase/Stage/Exception Plan</li> <li>Team Status Report</li> <li>Phase/Stage/Exception Plan</li> <li>Phase/Stage/Exception Plan</li> <li>Phase/Stage/Exception Plan</li> </ul>
issues for a project.	<ul> <li>Team Status Report</li> <li>Forecast Movement Reports</li> <li>New Equipment and Systems Approval Proforma</li> <li>Tender Evaluation Criteria and Grid</li> </ul>
Provide evidence of when you have managed quality aspects of a project.	<ul> <li>Project Management Plan</li> <li>Issue Log</li> <li>Work Method Statements</li> <li>Meeting minutes with relevant comments</li> </ul>
Discuss situations when you have managed project staffing	<ul> <li>Project Management Plan</li> <li>Project Progress Report</li> <li>Phase/Stage/Exception Plan</li> <li>Team Status Report</li> <li>Authorisation to Recruit and Appoint</li> <li>Minutes of discussion of project scope and objectives with stakeholders</li> </ul>
Provide evidence of the management of communication within a project.	<ul> <li>Project Management Plan</li> <li>Meeting minutes with relevant comments</li> <li>Consultation Comment Form</li> <li>Emails with relevant information</li> <li>Project Progress</li> </ul>
7. Provide evidence of when you have managed project risk.	<ul> <li>OHS and Environmental Control Management Plans</li> <li>Asset Management Plans</li> <li>Risk Assessments</li> <li>Work Method Statements</li> <li>Safety Notices</li> <li>Issue Log</li> </ul>
Discuss when you have managed contractual issues including procurement.	<ul> <li>Project Management Plan</li> <li>New Equipment and Systems Approval Proforma</li> <li>Asset Management Plans</li> <li>Purchase Order</li> <li>Inventory Issues/Transfer/Adjustment Forms</li> <li>Tender Evaluation Criteria and Grid</li> </ul>
Provide evidence of the integration of all functions of project management.	<ul> <li>Project Management Plan</li> <li>Project Progress Report</li> <li>End Stage Report</li> <li>Lessons Learned Report</li> <li>Meeting minutes with relevant comments</li> </ul>

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8 Appendix 4 – Project Management Assessment Template			
	Candidate Details:		
App	olicant's name:		
App	Applicant's company:  Role/s applied for:		
Rol			
Qu	Qualifications:		
Edi	ucation/Qualification	Assessor comment	
Cu	Current Resume:		
Info	ormation	Assessor comment	
Red	Record of Relevant Experience:		
Ski	II area	Assessor comment	
1.	Provide evidence of interpreting and scoping project requirements		
2.	Provide evidence of the management of timing and progress of a project.		
3.	Discuss when you have managed cost and budget issues for a project.		
4.	Provide evidence of when you have managed quality aspects of a project		
5.	Discuss situations when you have managed project staffing		
6.	Provide evidence of the management of communication within a project		
7.	Provide evidence of when you		

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have managed project risk.



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8.	Discuss when you have managed contractual issues including procurement.	
9.	Provide evidence of the integration of all functions of project management.	

#### **Assessment Outcome:**

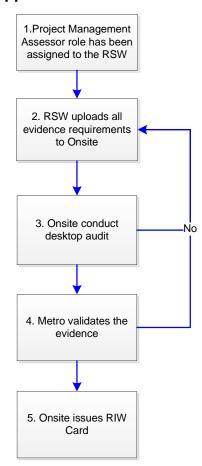
Roles approved:
Assessor name:
Assessor RIW Number:
Date:
Comments:



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# 9 Appendix 5 - Process to become a Metro Approved Assessor

1.	Within Onsite, ensure the Project Management Assessor role is selected and assigned to the RSW.
2.	RSW uploads all evidence requirements in accordance with the matrix.
3.	Once Onsite are satisfied with desktop audit Onsite notifies Metro that an application is awaiting validation.
4.	Metro validates the evidence. Where there are errors the RSW will be required to address the deficiencies, upload the evidence and have the evidence validated. When successful, validation is selected in Onsite
5.	Onsite issues card to RSW within 48 hours.





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# 10 Appendix 6 - Project Management Assessor Competencies

The following table summarises the requirements for RSWs undertaking the Project Management Assessor role.

Metro Assessor Competencies	Comments
Hold formal recognition of competence in the following units.	All assessors are to hold the following TAE units:
Note. Assessors undertaking assessments within Metro's rail corridor	<ul> <li>TAE ASS 401B – Plan assessment activities and processes,</li> </ul>
are required to comply with the Around The Track Person role.	TAE ASS 402B - Assess competence, and
	<ul> <li>TAE ASS 403B – Participate in assessment validation.</li> </ul>
Demonstrate current knowledge of the industry, industry practices, and the job or role against which performance is being assessed.	Relevant work experience in the areas being assessed.
	If relevant, attendance at professional development/training and education activities focusing on good practice in the relevant industry competencies.
	If relevant, participation in professional/industry networks.
Demonstrate current knowledge and skill in conducting assessments in a range of contexts.	Familiarity with the competency standards in the training package to be used by the candidate as a basis of assessment.
	Have conducted or reviewed an equivalent assessment in the previous 12 months.
	Make available to the moderation session, 10 percent (to a maximum of 5) of all assessments made during the previous year; this includes all data used to undertake the assessment.
	<b>Note.</b> The Metro CAF team will notify each assessor prior to the moderation session in order to provide sufficient time for the assessor to gather and submit data prior to the session.