

**NATIONAL OPERATING PROCEDURES****TIME WITH YOUR MANAGER**

**Form:** TWYM  
**Issue:** 1  
**Date:** August 2023

This form provides a template to record one-to-one discussions between managers and their employees. The topics listed are for guidance only, and it is not mandatory to discuss each of these within every TWYM session.

Once complete, this form should be uploaded into the TWYM tab on the Employee Development System (RailSmart EDS).

Remember the purpose of TWYM is to spend time with you employees in their workplace with the aim of ensuring that there is an opportunity for the employee and line manager to discuss any matters arising that may be affecting the employee's ability to undertake their role to the best of their ability.

<b>Employee</b>		<b>Manager</b>	
Name:	Ieuan Halliday	Name:	D Evans
Job Title:	Route Control Manager	Job Title:	SNDM
Location:	EMCC	Date of conversation:	25/3/24

**Record of conversation****Controller Knowledge Tests and Operating evidence:**

All knowledge tests up to date: Completed May '23 - within date. Requires to complete knowledge tests as part of new 2024 cycle.

Knowledge test shortfalls discussed and addressed:

As per last year's ACC. No KTS since 2023.

Evidence Reviewed and uploaded:

Ongoing evidence review as per EDS.

Any other business: N/A.

## Ops Control IC

[+] Unit 01 - Shift handover [Level: 2 - Competent under development]	96.00 %	Pass	12:58 pm, Monday, 8 May, 2023	<a href="#">View</a>	<a href="#">PDF</a>	<a href="#">Statement</a>
[+] Unit 02 - Core incident management	89.77 %	Pass	09:25 am, Monday, 10 April, 2023	<a href="#">View</a>	<a href="#">PDF</a>	<a href="#">Statement</a>
[+] Unit 03 - Managing service disruption [Level: 2 - Competent under development]	5.00 %	Fail	01:02 pm, Monday, 8 May, 2023	<a href="#">View</a>	<a href="#">PDF</a>	<a href="#">Statement</a>
[+] Unit 03 - Managing service disruption [Level: 2 - Competent under development]	95.50 %	Pass	12:47 am, Wednesday, 31 May, 2023	<a href="#">View</a>	<a href="#">PDF</a>	<a href="#">Statement</a>
[+] Unit 04 - Managing train-related incidents	95.00 %	Pass	10:54 am, Monday, 10 April, 2023	<a href="#">View</a>	<a href="#">PDF</a>	<a href="#">Statement</a>
[+] Unit 07 - Managing trespass and animals	100.00 %	Pass	09:39 am, Monday, 10 April, 2023	<a href="#">View</a>	<a href="#">PDF</a>	<a href="#">Statement</a>
[+] Unit 09 - Managing degraded working	100.00 %	Pass	10:27 am, Monday, 10 April, 2023	<a href="#">View</a>	<a href="#">PDF</a>	<a href="#">Statement</a>
[+] Unit 10 - Managing adverse weather [Level: 2 - Competent under development]	100.00 %			<a href="#">View</a>		

**NATIONAL OPERATING PROCEDURES****TIME WITH YOUR MANAGER****Form: TWYM****Issue: 1****Date: August 2023**

## [+] Unit 11 - Managing engineering works

83.10 %

Pass 10:15 am, Monday, 10 April, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## [+] Unit 13 - Managing electrical infrastructure incidents (AC)

95.61 %

Pass 10:36 am, Monday, 10 April, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## [+] Unit 13 - Managing electrical infrastructure incidents and occurrences (DC)

89.20 %

Pass 10:49 am, Monday, 10 April, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## [+] Unit 14 - Managing bridge strikes

90.62 %

Pass 09:56 am, Monday, 10 April, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## Ops Control TRC

## [+] Unit 1 - Creating and delivering very short-term planning (VSTP) schedules [Level: 2 - Competent under development]

100.00 %

Pass 11:26 am, Monday, 8 May, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## [+] Unit 2 - Managing Train Service delivery and recovery during disruption [Level: 2 - Competent under development]

90.55 %

Pass 11:51 am, Monday, 8 May, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## [+] Unit 4 - Management of Freight Services during Disruption [Level: 2 - Competent under development]

98.11 %

Pass 12:22 pm, Monday, 8 May, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## [+] Unit 5 - Freight Train working, Heritage Trains and associated notices [Level: 2 - Competent under development]

84.20 %

Pass 12:24 pm, Monday, 8 May, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## [+] Unit 6 - Shift Handover [Level: 2 - Competent under development]

100.00 %

Pass 12:36 pm, Monday, 8 May, 2023

[View](#)  
[PDF](#)  
[Statement](#)

## [+] Unit 7 - Managing Stranded Trains [Level: 2 - Competent under development]

97.14 %

Pass

12:58 pm, Monday, 8 May, 2023

[View](#)

No further action on VTS above.

E-Learning - O&I / SFI completed dates to be checked for suitable FOS  
 Supplementing evidence if required.

**Controller Incidents:**

Has the individual been involved in any incidents or irregularities:

N/A - no incidents this week.

What can they learn from this?

N/A

How are they progressing with actions or lessons learned?

N/A

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**ODD – Controller Development days:**

Are all ODD's Up to date and evidence uploaded? OOO attended, within EOS.

**SCC -Safety Critical Communications:**

All SCC monitoring in date? SCC completed and uploaded to EOS March 26.  
 Good standard of COMS.

Is the individual on a support plan?

N/A.

Latest Communications reviewed and discussed? As part of capability review.

Any additional support required? N/A.

**NTS – Controller Nontechnical skills:**

Review NTS assessment: As part of capability review.

Areas of Strength: See separate sheet.

Areas to work on:

As part of objectives - See separate NTS sheet.

Support plan required.

N/A.

**Publication Acknowledgments:**

All PON acknowledgments up to date.

**Career Aspirations and development:**

Development Opportunities identified?

As part of band 1-4 performance review.

Future Career aspirations?

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**Controller Health and Wellbeing:**

Individual's performance being impacted by any personal matters (life events, relationship problems, health issues)?

N/A.

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Is the individual's performance being impacted by difficulties at work (new to job, difficult work colleagues)

N/A.

Any medical restrictions in place?

N/A .

Any medication currently been taken.

NIA.

**Other:**

Is there anything else that the individual has raised?

NIA.

- mandatory e-learning  
Spotlight on business ethics 1  
requires completion.

<b>Employee Signature:</b>	
<b>Manager Signature:</b>	
<b>Date:</b>	25th March 2024.

Name ▾	Short Name ▾	Level ▾	Assessed Date ▾	Valid Until ▾	Review Date ▾	Test Score %	Test Result	Result Date	Attachments
A spotlight on business ethics part one	ETH FC	3-Competent	04-Feb-2021	03-Feb-2024					
A spotlight on business ethics part two	ETH BGS	3-Competent	23-Feb-2024	22-Feb-2027					
Alzheimer Awareness	AA VB	3-Briefed	07-Mar-2024	06-Mar-2027					
Controllers Development Action Plan	Ops Con DaP	3-Complete	17-Sep-2018	16-Jan-2069					
Controllers Non-Technical Skills	Ops Con NTS	3-Complete	05-May-2023	04-May-2024					
Controllers Safety Critical Comms	Ops Con SCC	3-Complete	03-Oct-2022	02-Apr-2023					
Controllers annual competence conversation	Ops Con ACC	3-Complete	05-May-2023	04-May-2024					
Controllers local training and assessment	Ops Con Local	3-Complete	04-Dec-2019	03-Apr-2070					
Counter Terrorism Awareness	CTA-2018	3-Competent	18-Sep-2023	17-Sep-2025					
Creating and delivering very short term planning (VSTP) schedules	OPS TRC Con 01	2-Competent under development	05-Apr-2023	04-Apr-2024					
DSE Assessment:	DSE Assess	3-Competent	05-Sep-2022	04-Sep-2024					
Data Protection Essentials	DPE EL	3-Competent	13-Feb-2023	12-Feb-2026					
Delegation of Authority	DoA	3-Competent	26-Feb-2021	25-Feb-2071					
Disability Equality Training for all Employees	DET1	3-Competent	25-Aug-2023	24-Aug-2026					
Everyone - diversity and inclusion for managers eLearning	EV ELM	3-Competent	13-Feb-2023	12-Feb-2073					
Everyone - diversity and inclusion	EV	3-Competent	20-Dec-2018	19-Dec-2068					
Fatalities, management	Ops IC Con 08	3-Competent	12-Apr-2022	11-Apr-2025					
Fire Extinguisher Theory	HSE T54	3-Competent	05-Dec-2022	04-Dec-2024					
First Aid - Appointed Person	HSE T30	3-Competent	06-Jul-2012	05-Nov-2062					
Freight train working Heritage Trains and associated notices	OPS TRC Con 05	2-Competent under development	05-Apr-2023	04-Apr-2024					
General Fire Safety Awareness	HSE T51	3-Briefed	07-Mar-2024	06-Mar-2027					
Identifying and reporting signalling and telecomms failures	Ops IC Con 06	3-Competent	12-Apr-2022	11-Apr-2025					
Inclusive Recruitment For Managers	InclRec	3-Competent	20-Nov-2022	19-Nov-2024					
Major incident management	Ops IC Con 02	3-Competent	05-May-2023	04-May-2026					
Management of freight services during disruption (MFSdD)	OPS TRC Con 04	2-Competent under development	05-Apr-2023	04-Apr-2024					
Managing Disabled trains and failed trains	OPS TRC Con 07	2-Competent under development	05-Apr-2023	04-Apr-2024					
Managing adverse weather	Ops IC Con 10	2-Competent under development	06-May-2023	05-Nov-2023					
Managing bridge strike events	Ops IC Con 14	3-Competent	05-May-2023	04-May-2026					
Managing degraded working	Ops IC Con 09	3-Competent	05-May-2023	04-May-2026					
Managing electrical infrastructure incidents and occurrences	Ops IC Con 13	3-Competent	05-May-2023	04-May-2026					
Managing engineering works	Ops IC Con 11	3-Competent	05-May-2023	04-May-2026					

Managing infrastructure related incidents <i>i</i>	Ops iC Con 05	3-Competent	12-Apr-2022	11-Apr-2025	/	/	/
Managing service disruption <i>i</i>	Ops iC Con 03	2-Competent under development	05-Apr-2023	04-Oct-2023	/	/	/
Managing train related incidents <i>i</i>	Ops iC Con 04	3-Competent	05-May-2023	04-May-2026	/	/	/
Managing train service delivery and recovery during planned and unplanned disruption <i>i</i>	Ops iC Con 02	2-Competent under development	05-Apr-2023	04-Oct-2024	/	/	/
Managing trespass and animals <i>i</i>	Ops iC Con 07	3-Competent	05-May-2023	04-May-2026	/	/	/
NRA/OC/CS/084 (Issue 3) brief 2011 <i>i</i>	LCV 084	3-Competent	30-Jul-2016	29-Sep-2066	/	/	/
Operations Controller <i>i</i>	Ops Con	3-Competent	05-May-2023	04-Aug-2024	/	/	/
Operations Controller Incident Controller - Infrastructure <i>i</i>	Ops Con 02	3-Valid	22-Apr-2022	22-Apr-2022	/	/	/
Operations Controller Incident Support Controller <i>i</i>	Ops Con 03	3-Valid	22-Apr-2022	22-Apr-2022	/	/	/
Operations Controller Route Control Manager <i>i</i>	Ops Con 05	3-Valid	05-May-2023	04-Aug-2024	/	/	/
Optimise Train service delivery <i>i</i>	Ops iC Con 01	3-Valid	05-May-2023	04-Oct-2024	/	/	/
Reporting safety and operational events <i>i</i>	OPS TRC Con 03	2-Competent under development	05-Apr-2023	04-Oct-2024	/	/	/
Security on the Railway <i>i</i>	Ops iC Con 12	3-Competent	12-Apr-2022	11-Apr-2025	/	/	/
Shift Handover <i>i</i>	SEC1	3-Competent	09-Jan-2023	08-Jan-2025	/	/	/
Shift handover <i>i</i>	OPS TRC Con 06	2-Competent under development	05-Apr-2023	04-Apr-2024	/	/	/
Signallers Safety Critical Communication <i>i</i>	Ops iC Con 01	2-Competent under development	05-Apr-2023	04-Oct-2023	/	/	/
Uffon and Arley - LXA, ES and PICOP Briefing <i>i</i>	Sig Ops SCC	100-End Competence	27-Apr-2022	29-Oct-2014	/	/	/
Undertake the Role of Emergency Evacuation Warden (Fire Warden) <i>i</i>	Uffon and Arley Brief 100-End Event	100-End Competence	29-Oct-2014	11-Apr-2027	/	/	/
HSE 753	3-Competent	12-Apr-2022	11-Apr-2027	/	/	/	/