

**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.

| Employee   |                       | Manager               |          |
|------------|-----------------------|-----------------------|----------|
| 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  |  |
|---|--|
| <b>Controller Knowledge Tests and Operating evidence:</b>   |  |
| All knowledge tests up to date: Completed May '23 - within date. Requires to complete knowledge tests as part of new 2.02 cycle.        |  |
| Knowledge test shortfalls discussed and addressed:<br>As per last year's ACC. No KTS since 2023.  |  |
| Evidence Reviewed and uploaded:<br>Ongoing evidence review as per FOS.  |  |
| Any other business: N/A.  |  |
| Ops Control IC  |  |
| [+] Unit 01 - Shift handover [Level: 2 - Competent under development]<br>95.00 %<br>Pass 12:58 pm, Monday, 8 May, 2023                  | <a href="#">View</a><br><a href="#">PDF</a><br><a href="#">Statement</a> |
| [+] Unit 02 - Core incident management<br>89.77 %<br>Pass 09:25 am, Monday, 10 April, 2023  | <a href="#">View</a><br><a href="#">PDF</a><br><a href="#">Statement</a> |
| [+] Unit 03 - Managing service disruption [Level: 2 - Competent under development]<br>5.00 %<br>Fail 01:02 pm, Monday, 8 May, 2023      | <a href="#">View</a><br><a href="#">PDF</a><br><a href="#">Statement</a> |
| [+] Unit 03 - Managing service disruption [Level: 2 - Competent under development]<br>95.50 %<br>Pass 12:47 am, Wednesday, 31 May, 2023 | <a href="#">View</a><br><a href="#">PDF</a><br><a href="#">Statement</a> |
| [+] Unit 04 - Managing train-related incidents<br>95.00 %<br>Pass 10:54 am, Monday, 10 April, 2023                                      | <a href="#">View</a><br><a href="#">PDF</a><br><a href="#">Statement</a> |
| [+] Unit 07 - Managing trespass and animals<br>100.00 %<br>Pass 09:38 am, Monday, 10 April, 2023  | <a href="#">View</a><br><a href="#">PDF</a><br><a href="#">Statement</a> |
| [+] Unit 09 - Managing degraded working<br>100.00 %<br>Pass 10:27 am, Monday, 10 April, 2023  | <a href="#">View</a><br><a href="#">PDF</a><br><a href="#">Statement</a> |
| [+] Unit 10 - Managing adverse weather [Level: 2 - Competent under development]<br>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

83.18 %

Pass

10:15 am, Monday, 10 April, 2023

View  
PDF  
Statemer

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

95.61 %

Pass

10:36 am, Monday, 10 April, 2023

View  
PDF  
Statemer

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

89.20 %

Pass

10:49 am, Monday, 10 April, 2023

View  
PDF  
Statemer

[+] Unit 14 - Managing bridge strikes

90.62 %

Pass

09:56 am, Monday, 10 April, 2023

View  
PDF  
Statemer

## 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  
Statemer

[+] 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  
Statemer

[+] 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  
Statemer

[+] 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  
Statemer

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

100.00 %

Pass

12:36 pm, Monday, 8 May, 2023

View  
PDF  
Statemer

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

97.14 %

View

no further action on KTS above.

E-Learning - D91 / SFI completed dates to be checked for suitable FOS  
 Supplementary 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.

# NATIONAL OPERATING PROCEDURES

## TIME WITH YOUR MANAGER

Form: TWYM

Issue: 1

Date: August 2023

**ODD – Controller Development days:**

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

**SCC -Safety Critical Communications:**

All SCC monitoring in date? SCC completed and uploaded to EDS March '24.  
Good standard of Comms.

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 per A 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 per A of Band 1-4 performance review.

Future Career aspirations?

..

**Controller Health and Wellbeing:**

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

N/A.

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

Form: TWYM

Issue: 1

Date: August 2023

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.

N/A .

**Other:**

Is there anything else that the individual has raised?

N/A .

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

**Employee Signature:**



**Manager Signature:**



**Date:**

25th March 2024 .

| Name  | Short Name     | Level                         | Assessed Date | Valid Until | Review Date | Correct | Assessment | 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 |             | ✓       | ✓          |              |             |             | +           |
| Active Role Awareness   | AA VB          | 3-Briefed                     | 07-Mar-2024   | 05-Mar-2027 |             | ✓       | ✓          |              |             |             | +           |
| Controller 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 SOC    | 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 |             | ✓       | ✓          | 100          | 1           | 08-MAY-2023 | +           |
| 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-2025 |             | ✓       | ✓          |              |             |             | +           |
| 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 |             | ✓       | ✓          |              |             |             | +           |
| Fatality 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 |             | ✓       | ✓          | 84.2         | 1           | 08-MAY-2023 | +           |
| 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                                | IndRec         | 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 |             | ✓       | ✓          | 98.11        | 1           | 08-MAY-2023 | +           |
| Managing Disabled trains and failed trains                        | OPS TRC Con 07 | 2-Competent under development | 05-Apr-2023   | 04-Apr-2024 |             | ✓       | ✓          | 97.14        | 1           | 08-MAY-2023 | +           |
| Managing adverse weather  | Ops IC Con 10  | 2-Competent under development | 06-May-2023   | 05-Nov-2023 |             | ✓       | ✓          | 100          | 1           | 31-MAY-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 |             | ✓       | ✓          |              |             |             | +           |

