

RTO Training Program Trainee Expectations



RAPID TRANSIT OPERATOR (RTO) TRAINING PROGRAM

Trainee Expectations

Attendance

- Trainees are responsible for attending all sessions as scheduled, including being on time and returning promptly from breaks.
- In the event a trainee is unable to attend due to an emergency, they are responsible for contacting 7 (1) (b) 7 (1) (b).
- Trainees unable to meet attendance requirements will be referred to Rail Operations for further disposition.

Professionalism

- Trainees are required to demonstrate the highest standards of professional conduct including:
 - Upholding safety as CTA's foremost priority – being a steward of safe practices that ensure customer, employee and personal safety at all times.
 - Maintaining a professional appearance inclusive of wearing the proper uniform that is neat, clean and in good condition. Trainees not in proper uniform will be referred back to Rail Operations for further disposition.
 - Being attentive, participative, respectful and positive.
 - Personal opinions concerning rules, procedures, policies or leadership decisions are open for discussion within the classroom and can be helpful in learning and understanding. However, the program is not intended to be a forum for airing personal gripes, criticisms or discontent.
 - Pride in profession and loyalty to the CTA are essential elements of a successful RTO.
 - Committing to embrace the learning process by dedicating time to studying and knowledge retention, completing home studies and communicating any questions and/or challenges to Instructors.



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Phase Requirements

The RTO program consists of three phases: classroom, line instruction and qualification. Each section below details the requirements for successfully completing each training phase and the overall training program.

Phase 1: Classroom

- Home studies are mandatory and will be checked for completion.
- Trainees must earn a minimum score of at least 80 percent on each electronic quiz and 100 percent on the full signal quiz.
- Should a trainee not achieve the minimum quiz score standards, their performance will be assessed and they will be provided with the opportunity for additional training and retested for any unpassed quiz(zes). If additional training and retesting do not result in meeting the program requirements, trainees will be referred back to Rail Operations for further disposition.

Phase 2: Line Instruction

- Trainees must attend each day of their **scheduled** line instruction. Trainees are **not** permitted to change their established line instruction schedule.
- Each trainee must finish all line instruction tasks and complete the entire "Must Sheet."
- Should a trainee not meet the above line instruction requirements, they will be referred back to Rail Operations for further disposition.

Phase 3: Qualification

- Trainees must earn a minimum score of at least 80 percent score on the final Certification Exam and a 100 percent score on the final Signal Exam.
- Trainees must achieve satisfactory ratings on practical troubleshooting and line of road qualifications while being observed by Instructors, Managers, and/or Supervisors.



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- Should a trainee not achieve the minimum written test and/or qualification score standards, their performance will be assessed and they will be provided with the opportunity for additional training and retested for any unpassed written/practical test(s). If additional training and retesting do not result in meeting the program requirements, trainees will be referred back to Rail Operations for further disposition.

Integrity

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These materials are being made available to you, the employee, solely for the purposes of evaluating whether you are qualified to be certified/recertified in the technical area referenced in the title of the evaluation materials. By signing below, you acknowledge and agree that you are expressly prohibited from disclosing, publishing, reproducing or transmitting these materials, in whole or in part, by any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of CTA. Further, you acknowledge and agree that your violation of this prohibition may cause immeasurable harm to the CTA and may result in score invalidation, discipline up to and including discharge, and liability and damages pursuant any other legal remedies available to CTA.

If you are unwilling to sign this acknowledgment, you will not be permitted to take examinations nor participate in the RTO program.

I have read and understand what is expected of me as a RTO trainee and will maintain the highest standards of professional conduct as would be expected of a RTO.

Trainee Signature

Badge Number

Date