



“PCS Train the trainer” program Re-launch concept 2022

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Contents

Introduction	3
The goal of the program	3
Participants	3
Capacity needed.....	3
Particularities	4
Objectives	4
Outcome	4

Introduction

Dear PCS Trainers,

as announced on the RNE Managing board and RNE GA meeting in May 2022 as part of the written information, RNE is re-establishing the already familiar “PCS Train the trainer” program. This document will give an overview of the concept to everyone who will take responsibility as the official PCS trainer. The main objective is to offer localized, relevant, and IM-specific PCS support to users of PCS across the sector.

This concept will be re-applied for each TTP. RNE will listen to the input of the program participants and may adjust the concept accordingly. For more information please contact: support.pcs@rne.eu

The goal of the program

Participants of the PCS Train the trainer program will acquire knowledge which will enable them to teach, explain and answer questions regarding PCS usage by surpassing the language barriers of the centrally available RNE support. As a publicly announced person of reference with the indication of language coverage, by fully participating in the program, trainers will also be able to easily and reliably steer users towards information hubs provided by RNE which cover all aspects of PCS usage. Trainers will be able to easily adapt materials for individual training sessions and will be kept up to date with all changes in the system to be able to maintain relevant communication with the final PCS users. The program will provide a platform where the trainers can work together to improve the coverage of the PCS usage support demands coming from external and internal sources across the railway sector.

Participants

- minimum one nominee per IM; members of RNE
- C-OSS Managers; members of RFCs
- interested big RUs with internal training needs; members of FTE

Note: RNE will issue a nomination call for every upcoming TTP moving forward as long as the need for the program is recognized

Capacity needed

- one full 2-3 days' workshop per year, at the start of the upcoming TTP
- individual work on the localization of materials in preparation for providing the training sessions
- availability to offer PCS training per request in the respective language per TTP (external & internal, agency-type specific)
- if proposed by the participants or if a specific need is identified, additional online calls will be scheduled, or a specific contribution will be requested

Note: capacity needs will be announced in advance for each upcoming TTP

Example: Having in mind the migration from PCS EC to PCS CB plans, potentially more frequent workshop expectations in preparation for the TTP 2026 will be evaluated accordingly

Particularities

- held in English
- held by the RNE PCS team, supported by super-users
- in yearly iteration per TTP
- defined program levels during the workshop (basic, intermediate, advanced)
- Applicant, IM and RFCs point of view
- oriented to the respective system (version) in operation
- collaborative in its essence

Objectives

- Structured, informational, and hands-on approach across three program levels will build knowledge of all participants to the same level
- Different aspects of PCS usage from all possible agency types will be covered
- The focus will be on GUI usage but basic informational knowledge about interface communication will also be covered
- Expected centrally available support and training options will be summarized for further communication to increase the chance that part of the support demand returns centrally
- Clear information about the plans for the system changes (short-term and long-term) will be communicated
- The set of materials to simplify and disburden trainers in the individual training setup will be provided (information skeleton, users' self-assistance guidelines etc.)
- An idea-sharing platform will be incorporated into the program to strengthen the cooperation of PCS experts and establish the best coverage of the sector needs for localized and agency-specific PCS support

Outcome

- Acquired detailed PCS knowledge relevant per TTP and agency type
- Acquired PCS-related information in an easy-to-digest format
- Received support for passing the knowledge to end users
- Contributed to the cooperation within the PCS community