

EBSR Training Needs Assessment Form

This document provides a concise set of indicators for the assessment of skills and knowledge in the area of Electronic Bus Service Registration. It should be used to assess and report on the competency levels of Practitioners and Managers in order to update the EBSR Stakeholder Register.

Instructions for Use:

1. Read the Notes section below.
2. Follow the steps on pages 2 and 3 of this document.
3. Return the form to the person who sent it to you.

Notes:

1. A Practitioner is considered to be a member of administrative staff working in the commercial office of a bus operator, in the transport department of a local authority or in a data-handling role for a specialist information provider (e.g. a Traveline organisation): Schedulers, Transport Officers, Data Officers.

2. A Line Manager is considered to be a member of managerial staff working in the commercial office of a bus operator, in the transport department of a local authority or in a data or line management role for a specialist information provider (e.g. a Traveline organisation).

3. A Project Manager is considered to be a central manager with the responsibility for the successful rollout of EBSR project(s) within their organisation.

4. Any questions on the use of this document should be addressed to Kieran Holmes, TTR Ltd, at kieran.holmes@ttr-ltd.com.

Assessment of Practitioners in:	
Practitioner Title:	Competency Level:
<i>E.g. Transport Officer</i>	<i>E.g. Beginner</i>

P	EBSR Competency Matrix for Practitioners	
	You are able to:	You know and understand:
Beginner Practitioner	1. Administer the relevant aspects of the paper-based bus service registration process for which your organisation is responsible.	a. The legal and regulatory framework for bus service registrations
Competent Practitioner	2. Administer the relevant aspects of the EBSR process for which your organisation is responsible.	b. How to use EBSR software tools such as TXC Publisher. c. How to manage standard NaPTAN data for your organisation.
Advanced Practitioner	3. Resolve complex queries on registrations handled by your organisation. 4. Advise and support colleagues in most aspects of the EBSR business process.	d. How to use the advanced features of TXC Publisher and other tools such as XML Editors. e. How to manage NaPTAN data issues relating to EBSR for your organisation. f. The basic features of TransXChange.

Assessment of Managers in:	
Manager Title:	Competency Level:
<i>E.g. Transport Manager</i>	<i>E.g. Beginner</i>

M	EBSR Competency Matrix for Line and Project Managers	
	You are able to:	You know and understand:
Beginner Line Manager	1. Manage the relevant aspects of the paper-based bus service registration process for which your organisation is responsible.	a. The legal and regulatory framework for bus service registrations
Competent Line Manager	2. Manage the relevant aspects of the EBSR process for which your organisation is responsible.	b. How EBSR software tools are used for the parts of the registration process for which your organisation is responsible.
Project Manager	3. Advise, support and train colleagues on the whole process of EBSR for your organisation. 4. Take a strategic view of NaPTAN data management.	c. The relationship between all of the key EBSR players (TD, VOSA, LAs, Traveline, Real Time Companies). d. How to create a successful working partnership between the key players.