With 01.01.2016, the railway-specific training and education in the ÖBB was bundled in the “BildungsZentrum Eisenbahn” (Railway Education Center), short BZE. Thus, the BZE is wholly responsible for the entire railway-specific training and operator of the training centers, actually as a one-stop-shop. In the environment of a rapidly evolving technology and changing job profiles, it is a great challenge to shape training and education attractive and practical. Based on the example of “Innovations in train dispatchers´ training programs and education”, these challenges will be illustrated.

In this context the following priorities are particularly important:

- Profession as Dispatcher in transition: from single to team player
- Remote action: action under local absence
- Practice vs. theory: a new mix
- Training on the Job
- Non-technical skills to improve the product
- “error culture”: error management in education and training

The objective of topic is the presentation and discussion on the reorganization of education and training in the ÖBB in terms of bundling (one-stop shop) and the presentation of experiences with the implementation of changes and innovations in the course of Train Dispatchers’ training programs and education requirements.

Speaker: Dr. Werner Kovarik, Geschäftsbereichsleiter des BZE

Key lessons (output):
Experience in reorganization of education and training in the ÖBB Group
Experience in the implementation process of changes and innovations in the train dispatcher training programs and education