

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:

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- 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.

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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