

Following the demographic challenge ÖBB has to recruit and educate 180 Train Drivers a year. When the new Training System according EU Regulation was implemented we had to recognise that the drop-out rate of our courses raised up to 20% in 2013. This revealed a major problem to solve because we could not increase the number of courses a year or the number of participants.

When we studied the reasons for the drop out of our employees we found out 2 major fields of causes :

- personal reasons : our new staff realised during the courses and especially during practical Trainings how challenging the Job is, f.e. working during night time, Weekends, bad weather conditions and being alone in the cabin for a long time with constant high responsibility. In detail we learned that younger students do not always have a clear idea neither about the challenges of labour work nor about the requirements of the profession.

- The demands of learning for some participants who are not used to learn regularly a lot of new subjects especially if it is very technical or very regulative. The interesting point is that older students are learning better. Women have more struggles in theoretical technical knowledge but are better in practical learning

So we implemented the following solutions in

- 1.) Recruiting
- 2.) Training
- 3.) Accompanying during training and preparing examinations

Ad 1.) All interested applicants are invited to an information day. All applicants still interested will have to pass the medical and psychological tests and have a personal job interview with the future line manager and HR manager.

Finally they shall accompany a driver during one shift with different challenges, especially partly at night. After that there is a final feedback with driving instructor and manager.

An interesting experience also was that the best setting for learning is a group of 75% male and 25% female participants. So we try to meet the percentage of female applicants in cooperation with the employment offices.

Ad 2.) All theoretical parts of training in ÖBB group have been concentrated in a new training company which has the benefit of excellent experienced trainers, state of the art simulators and benefit of the resources.

Beside that all trainers had to pass a special course and test at the University of Applied Sciences in training adults.

Ad 3.) Practical training is done in small groups at the future working place by experienced and well prepared instructors. The testing situation is trained during the courses by regular measurements of learning results.

After implementation of these three main facts during 2015 the drop-out rate decreased to 12% and we are optimistic that we can present further achievements at the congress in 2017 when we have the results of 2016 also.