

User Manuals

What's included

User manuals are lengthy documents presented in a single manual or as a series of individual documents. They cover a wide variety of information related to a product or service or company.

Best practice for user manuals

User manuals should

- be written in clear, concise, simple language
- provide a clear structure that is easy to navigate
- make it easy for the reader to find relevant information
- cover the needs of all potential readers
- make important, critical information stand out
- be readily available.

The Challenge

One of the greatest challenges in writing manuals is to present the information in the optimal way for a variety of readers.

As the Before samples show, they can be full of complexity and present a mixture of information types making it hard for a reader to find the information they are seeking.

The Solution

The After documents show how this information can be broken into chunks with labels providing navigation and an aid to skimming. Visual techniques like tables and bulleted lists make information more accessible.

1.8.3 Manual Control

The manual represents considerable cost and great care must be taken in its storage and upkeep. The manual should be stored in a safe but easily accessible place where it can not be damaged. The information in this manual is extremely confidential and must not be read or copied by anyone unless they are authorised to do so.

The franchise manual is a *living document* which will be updated as new strategies, business systems or marketing procedures are adopted. Your suggestions and contributions for the manual are a vital part of this process, after all who better to improve the system than the people implementing the system themselves?

Therefore, this manual is a managed document. This means that Company (the franchisor) has strict control procedures for the release and issue of each version of the manual including any amendments to sections or pages. This is important to ensure that you are not referring to outdated standards.

The manual may be released as a whole new manual, in whole sections, or pages – whichever is deemed appropriate. Release details, including Release Number and Release Date, are located at the top of each page. Whenever the franchisor authorises an amendment to this manual, the amendment will be issued to you.

When you receive the amendment, it is important to ensure that you:

- Initial and date the Record of Amendments Form located at the front of this manual.
- All outdated manual pages must be destroyed on the same day as the manual is updated.

Other amendments can also be made if you, as a franchisee, believe that a portion of this, or any other, manual is incorrect, out-of-date, or can be improved. Company seeks your contribution and feedback. Please suggest any proposed changes, deletions or insertions of information by completing the Manual Update SF01a (a copy of this can be found at the end of this Chapter) and emailing it to the National Support Office. As these alterations are made or new procedures are developed, you will be sent the relevant revised material.

STANDARD

The manual is to be stored and maintained in accordance with the above procedures

If required, replacement pages are to be ordered using the Update of Manual Form (a copy can be found at the end of this Chapter).

All pages are to be kept in their correct order.

All correspondence from the National Support Office regarding the updating of manuals must be implemented by you the same day as you receive it.

All requests for amendments to the franchise manual require completion of the Record of Manual Amendments Form. (a copy can be found at the front of the Operations Manual)

All outdated manual pages must be destroyed on the same day as the manual is updated.

Manual Control and Updating

Introduction The Manual represents considerable effort and cost and great care must be taken in its storage and upkeep. The information is extremely confidential and must not be read or copied by anyone unless they are authorised to do so.

Definition - Managed document This manual is a managed document. This means that Company (the franchisor) has strict control procedures for the release and issue of each version of the manual including any amendments to sections or pages. This is important to ensure that you are not referring to outdated standards.

Language simplified

Source of updates The Manual is updated when

- new strategies, business systems or marketing procedures are adopted by the Franchisor or
- franchisees identify information that they believe is incorrect, out-of-date, or can be improved.

Providing feedback You can suggest any proposed changes, deletions or insertions of information by completing the Manual Update SF01a form and emailing it to the National Support Office.

Forms used Record of Manual Amendments Form - a copy is at the front of the Manual
Update of Manual Form - copy is at the end of this Chapter
Manual Update SF01a - copy at the end of this Chapter

Standard You must

- store the manual in a secure, easy to-locate place
- keep all pages in their correct order
- act on all correspondence from the National Support Office regarding the updating of manuals the same day as you receive it.
- complete the Record of Manual Amendments Form for all requests for amendments to the franchise manual
- destroy all outdated manual pages on the same day as the manual is updated.
- If required, use the Update of Manual Form to order replacement pages

Personalised direct language

Update Process overview The manual may be released as a whole new manual, in whole sections, or pages – whichever is deemed appropriate. Release details, including Release Number and Release Date, are located at the top of each page.

Competency

This section describes the framework upon which competent people with the necessary knowledge, experience, and skills may undertake engineering tasks.

All design and construction activities carried out on behalf of the Project during all phases of the project life-cycle must be carried out by 'competent persons'. Specific competence requirements apply for rail safety work where this is applicable. For more information, refer to PHSMP Standard [PS-ST-210 Training & Competence Management Standard](#).

Personnel carrying out the engineering activities must be competent on the basis of appropriate education, training, skills and experience as defined in the Project Engineering Capabilities Definition. Only staff with suitable competence shall conduct verification or checking of designs. More junior staff or less competent staff must be appropriately supervised and their work output checked by suitably competent managers or engineers.

For all MP&I Senior Manager positions, the Senior Manager will be assessed by the Project competency managers against the [Engineering Competency Management Plan EM-ST-202](#).

The Technical Advisors will be required to perform a competency self-assessment. The Senior Managers will then assess the Technical Advisors within their specific discipline.

The scope of application for engineering competency management encompasses all roles engaged in engineering tasks, broadly categorised as:

- Technical Management
- Technical Review
- Design

The competency management framework for the Project in relation to engineering is formalised within the Project Competency Assessment Plan and all design activities and management of design delivery and assurance within the Project AEO must be carried out by competent personnel as defined within these documents. This forms part of the Project AEO accreditation and is applied and maintained by the Program Level Technical Director. Works-specific EMPs must include arrangements for working within the Project competency framework.

Consistent blocks for each section

Technical competence management

Purpose (Why we do this)

To ensure that only persons with the appropriate knowledge, skills and behaviours are engaged to perform activities defined for a specific function, within a specific engineering, design or architect service area or discipline.

This contributes to the overall assurance of engineering services or products of the supplier organisation, and mitigation or elimination of risk.

Railways rely on a complex mix of hardware, software, human factors safety management systems, regulations, instructions, procedures and norms to operate safely and efficiently. The knowledge and experience of engineers, designers and architects is vital in controlling risks.

Where the Project has engaged an AEO, the AEO is required to maintain a competency management system for their staff. When a supplier is operating under the Project AEO, staff shall undertake competency assessments under the Project competency management system.

In implementing a competency management system, the Project satisfies AEO requirements [CPM1](#) to [CPM8](#).

Approach (What we must do/undertake)

We must employ staff with appropriate competency for the role in which they are employed.

Staff undertaking engineering, design and/or assurance activities must

- **have appropriate domain knowledge** and competence demonstrated through formal competence assessment in accordance with the engineering competency management system: EM-ST 202 Engineering Competence Management Plan
- **maintain competence** in accordance with the Engineering Competency Management Plan.

Staff must be aware of the extent and limitations of their competency. They should not practice outside or above their areas of competence without engaging appropriate competent input and oversight.

Staff must monitor expiry of their competency and ensure reassessments are undertaken in a timely manner.

Definition: Competence

Competence is the combination of technical knowledge, skills (technical & non-technical) and relevant experience that enable an individual to undertake defined role responsibilities and perform activities.

Definition where needed

Outputs (What we require)

The competency workbook is to be completed by all staff undertaking engineering or design activities.

Competency assessors assess matrices in their domain area.

If ..then ..table
for more visual
presentation

If ..	Then assessors are to ..
further supporting information is required	liaise directly with candidate to request information
candidate is assessed as not competent	provide guidance on experience that the candidate can acquire to work towards competency

Procedure (How we do it)

See EM-ST 202 Engineering Competence Management Plan.

Accountabilities (Who is accountable)

Role	Is accountable for
Training & Competence Manager	maintaining the competence management system, associated records and any changes to competence management processes.
SME Assessor	<ul style="list-style-type: none"> assessing the engineering staff against defined criteria. making recommendations on training requirements.