

Who is my training contact?

RTSM or TAM?

After you enrol on a training course via Oracle and your line manager approves your enrolment, you will also need your Route or Function to approve and prioritise your request, before Network Rail Training can offer you a place. If you are based in the routes, your training contact will be a **Route Training Support Manager (RTSM)**. If you are based in a function, your contact will be a **Training Account Manager (TAM)**.

The RTSMs/TAMs are there to:

1. Be a first point of contact for your training queries
2. Help you to identify and plan your training demand
3. Provide information about services that they can offer

