



SHARING
EXCELLENCE

YOUR TRAINING PARTNER IN THE RAIL BUSINESS AND URBAN TRANSPORT IN AFRICA



SHARING
EXCELLENCE

INSTITUT DE FORMATION FERROVIAIRE

Ibn Sina Avenue, Agdal, Rabat

+212 (0) 537 68 00 33

contact@iff-ma.com

www.iff-ma.com



Certified

2022 EDITION



SHARING
EXCELLENCE

CONTENTS

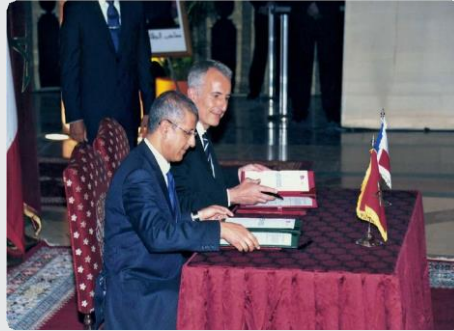
01	Foreword
02	Management Headword
03	Missions & values
04	Training offer
05	They Trust us
06	Human capital
07	Excellency in achievements
08	Pedagogic resources
09	Offered facilities
10	2021 Events

FOREWORD

BIRTH OF IFF

Under the Presidency of His Majesty King Mohammed VI and the President of the French Republic François Hollande

September 2011



Preliminary MOU for the Establishment of the IFF

April 2013



Final MOU for the creation of IFF

March 30, 2015



First training sessions



ONCF and SNCF, engaged in a sustainable partnership, have enabled the successful operation of the first high-speed link of the African continent.

From this partnership, serving the success of the high-speed line, was born the railway Training Institute (IFF), which had the privilege of being entrusted with the training of the operators of the high speed.

The Institute's vocation is to be a reference player in rail training. It offers an extensive catalogue of all the skills that are useful for conventional or high-speed rail operations, as well as rail freight and logistics, but also available for urban and peri-urban transport. The trainings provided by IFF aim for excellence and are intended for the employees of the rail and guided transport actors.

Management Headword

LEGAL FORM AND GOVERNANCE



Mohamed Rabie KHLIE
General Manager



Jean-Pierre FARANDOU
CEO



50%

50%



Fatima LASIRI
Finance, purchasing and
legal department Director



Mohammed SMOUNI
Deputy General Director



Didier JAVAZZO
Director of the Employment
and Skills Department



Diego DIAZ
President
of SNCF International

SUPERVISORY COUNCIL



Karim Eddine CHENNOUF
Chairman of the Management board



Raphaël RABIER
General Manager

MANAGEMENT BOARD

IFF is a limited company registered under the Moroccan law, with a Management Board and a Supervisory Council, held at parity by ONCF and SNCF

IFF opened its doors on 30 March 2015 in Rabat. Co-developed by SNCF and ONCF, our training courses - more than a hundred - aim to be innovative. They are run by the best specialists from both companies, as well as selected partners.

The commitment of the shareholders and of the entire team has made it possible, from the very the institute a success from the very first months.

Thus, since 2015, nearly 6000 trainees each year, mainly from SNCF and ONCF, who take advantage of our training courses.

In 2017-2018, more than 17,000 training days were dedicated to the training days were dedicated to the preparation for the operation of the High Speed in Morocco.

The year 2020 marked a new stage in the digital transformation of the Institute, with the development of virtual classes.

The 90% satisfaction rate expressed by trainees in 2021 illustrates the ambition of excellence that drives us.

Since its creation, IFF has attracted the confidence of new operators from France, Spain, Morocco and some West Morocco and certain West African countries notably Gabon, Senegal and Cote d'Ivoire, relying on its know-how to develop adapted training courses.

These results are shared with the sponsors who place their trust in IFF.

We are proud of this trust and the results obtained.



Karim Eddine CHENNOUF
Chairman of the Management board



Raphaël RABIER
General Manager

Missions & values



Four values guide our action : **Customer orientation, Sharing, Excellence and respect.**

We have defined them jointly with our trainers and referents, which provide training and share their expertise under this spirit. Their concrete realization is the focus of our attention.

IFF is an Institute that provides training and expertise, in the railway and transversal skills (project, management), mainly to high-speed or conventional train operators and urban transport among others for Morocco, France and African countries.

It intends to be a reference Institute – particularly in Africa, offering training and a network of recognized experts in its field.

The satisfaction of our interns and clients is for us the driving force of our action and a proof of our excellence.

Thus, anticipation, reactivity and innovation allow us to meet the needs and expectations of our customers and to guarantee their satisfaction.

Sharing is at the heart of our vision and practices through the provision of the teaching resources and the exchanges between all the actors.

Openness to others and diversity are wealth for us, as well as factors of development and fulfilment.

Many international events enrich our activity. The pursuit of excellence is also reflected in a regular work to update everyone's technical skills and personal development. It is also found in the modes of operation implemented by IFF, as well as in the professionalism of relations and exchanges between actors.

Finally, respect for cultures, of the values, religions, origins and each one's personality allows the IFF to welcome a diversified audience, a source of enriching exchanges between peers on the business practices of each company.

Training offer

A complete and innovative rail training offer.

Our training catalog includes more than 100 modules designed by railway experts, managerial and cross-functional professionals.



TRAIN TRAFFIC



INFRASTRUCTURE, MAINTENANCE
AND WORKS



COMMERCIAL, PASSENGER
SERVICE



ROLLING STOCK



TRAIN OPERATION



FREIGHT AND LOGISTICS



BUILDINGS AND TRAIN STATIONS



PROJECT MANAGEMENT



CROSS-TRAINING

Find more about our training courses on our Website

www.iff-ma.com

They TRUST US

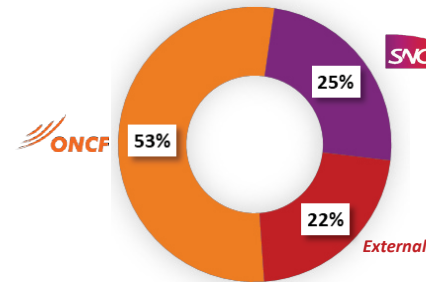


Human capital



April 2019: IFF members / Trainers during the seminar « IFF towards ISO 21001 » - Tangier

For its trainings, IFF relies on a body of selected trainers with recognized skills in their field.
The institute ensures their skills in the field of animation and pedagogy as well as their perfect mastery of training content.



SNCF and ONCF business experts regularly work at the IFF to:

- Guarantee the quality of educational content
- Evaluate trainers
- Support the design

These experts participate in educational committees in each discipline, thus, contributing to the quality of training provided by IFF.

ACHIEVEMENTS OF THE YEAR 2021



748
Sessions

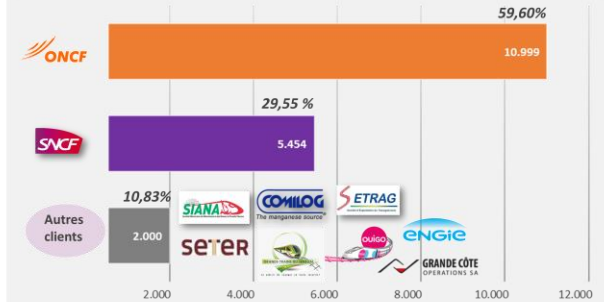


118
Training modules

4 342
Trainees



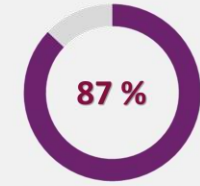
18 453 TRAINING DAYS DELIVERED



QUALITY REPORT



On the spot Satisfaction *



Delayed Satisfaction **

* Result of the survey sent to each trainee at the end of his or her training.
** Measured 3 months after the training.

2021 HIGHLIGHTS



New clients



Launch of the platform

IFF@DIGITAL

Professionalization of **virtual classes** implemented in 2020 through a tool allowing the design and implementation of virtual classes: **MOBITEACH**.

Deployment of an e-learning tool to complete the system and thus offer "**blended**" training.



Others
8 Attendance at events
5 Official visits

2022 FORECAST



New modules

1 Module on the **transport of dangerous goods**

1 Module on **integrated management system**



Participation in **WCRT 2022**



Organization of the **UIC TrainRail Hackathon "Africa Region"**

Pedagogic resources



18 training rooms, 8 of which are equipped with interactive digital boards and 5 equipped for virtual classes



1 Digital Lab specially equipped to produce digital content (recording space with green background)



7 practical work rooms with educational models



The latest generation multifunctional driving simulator allows to reproduce the driving desks of several motor vehicles in various configurations:

- Locomotive E1400 ONCF (locomotive ALSTOM prima II) in freight or passenger configuration;
- Automotive «Z2M» (ANSALDO-BREDA) in single or double unit;
- Moroccan High-speed train (ALSTOM) in simple and double configuration.

It is composed of:

- 6 independent driving cabins;
- 2 instructor posts (able to supervise several simulations at a time);
- 1 observer post to perform a replay exercises



Offered facilities

IFF enjoys an ideal geographical location.

Located in the very heart of Agdal district in Rabat, the Institute is at 5-minute walk from the new Rabat-Agdal railway station.

The area is also well served by public transport:

- Tramway, station Avenue de France
- Various bus lines

3000 sqm of new premises
Bright and friendly space



Available
WiFi connection



IFF provides a catering space conducive to learning

José Aroca - Operations & services **Ouigo España**

"The material and logistical conditions of the IFF driving simulator allowed a total immersion in the expected work. We would like to thank all IFF staff for having allowed us to facilitate the conditions to meet the training challenges."

Jean Robert AVATOLI - Railway HRD **SETRAG - Gabon**

"The training modules provided, and the modern teaching methods make the IFF a suitable environment for developing excellence skills."

Abdoul Aziz DIOP - Engineer. Project manager at ANCF - Senegal

"This institute has allowed us to have a global vision regarding training in the railway sector and we believe that Senegal, ONCF and IFF will in the future be able to establish a collaboration to train railway workers in Senegal."

Christian Magni- Deputy General Manager at SETRAG - Gabon

"I was pleased to spend two training months at IFF to acquire knowledge in rail exploitation field. Thanks to this training, I've been appointed Assistant to the CEO of SETRAG."

Hourria BENNI SADOUKI - Training manager at SNCF (France)

"As a sponsor of this new learning journey, I could see that beyond the theme, this group work allows participants a real collective work which develops their listening, analysis and synthesis skills and offers the opportunity to discover a multicultural working environment. The support and methodology of the training coach make it easier to step back and make this experience a real moment of personal development."

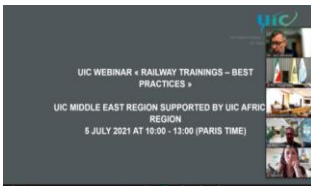
Ahmed BENSaid - Station master at ONCF

"On behalf of our 2019 stationmaster promotion, I would like to thank IFF for the efforts that allowed us to have a good time at the institute. This training took place in good conditions thanks to the magnificent instructors and to the IFF staff."



Testimonials

2021 Events



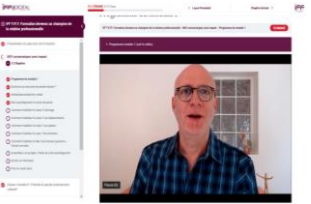
25 February 2021
Participation in the International Panel on Railway Safety and Security organised by Grands Trains du Sénégal (GTS)

4th March 2021
Organisation of the Webinar "Digital Learning at the IFF, Welcome to the Future"

8 March 2021
The IFF celebrates World Women's Rights Day and honours its female employees

22 April 2021
Organisation of the webinar "The role of sales teams in customer relations" in collaboration with ONCF and SNCF

5 July 2021
Participation in the UIC Webinar "Railway Training - Best Practices"



12 October 2021
Organisation of the ISO 21001 Certificate Award Ceremony

22 and 23 October 2021
Organisation of urban guided transport days in Africa (3 training sessions)

25 October 2021
Organisation of the Webinar "Challenges and Opportunities of Urban Guided Transport in Africa"

June - July 2021
Implementation of the LMS and the virtual classroom tool

September 2021
Launch of TV17, the first blended learning course



From 01 March to 15 April 2021

From 17 May to 16 July 2021
Training of SETRAG and COMILOG traction supervisors

From 5 to 10 July 2021
Refresher course for a dozen drivers and assistant drivers of GTS trains

July 2021
Exchange meetings with the Philippine Railway Institute (PRI)

From 21 June to 06 August 2021
Training of future SETRAG railway operations inspectors

From 4 October to 10 December 2021
Initial training of GCO (Grande Cote Opérations) employees - Senegal



25 March 2021
Visit of Jean Baptiste DJEBBARI, French Minister Delegate for Transport and Hélène le GAL, French Ambassador to Morocco

30 March 2021
The Customs Training Institute (CTI) visits the IFF

23 June 2021
RATP DEV Casablanca visits the IFF

11 October 2021
The National Industrial and Mining Company of Mauritania (SNIM) visits the IFF

From 11 to 15 October 2021
Visit of the General Manager of GTS accompanied by a delegation in charge of the Senegalese railway network



CONTACT US

LOCATION



Ibn Sina Avenue - AGDAL
Rabat, MOROCCO
GPS : 34°00' 00.59°N 06°51'05.57'W

TRAINING SCHEDULES

Monday to Friday: **8h30-17h00**
Closed on weekends.

CONTACT

- +212 (0) 537 68 00 33
- www.iff-ma.com (Website)
- contact@iff-ma.com (E-mail)



Institut de Formation Ferroviaire

PERSONALIZED TRAINING

Are you looking for **a training adapted to your needs?**
Contact us for more information.