

**ONE PERSON OPERATION  
TRAINING PROGRAM  
FOR TRAM DEPOT TRAINERS**

Hawthorn Training Centre  
Tram & Bus Operational Training  
11th February 1993



**The Met.**

**ONE PERSON OPERATOR  
TRAINING PROGRAM**

Length of Course : 2 Days

Venue : Hawthorn Training Centre

Times : 0730 Hrs to 1200 Hrs  
1240 Hrs to 1610 Hrs

Aim of Course

To ensure Trainers develop the knowledge and skills required to competently and responsibly perform all the duties of a One Person Operator

To enable Trainers to instruct One Person Operation at Depots

Performance Objectives :

1. The Trainer will demonstrate their competence to :-
  - 1.1 Sell or validate the correct ticket for the specific travel requirement of any Customer
  - 1.2 Recognise the validity of each ticket presented for a specific / nominated journey.
2. The Trainer will demonstrate knowledge and /or application of driving components additional to those previously accredited as normal driving duties.
3. The Trainer will indicate full knowledge and comprehension of the safety and security components covered within the course.
4. The Trainer will be able to recall the basic principles of good Customer relations to meet the high standard set by the P.T.C. and show application of their skills in role play.

**ONE PERSON OPERATION  
TRAINING PROGRAM**

**DAY 1**

**Length of Course:**

**8 Hours**

**Venue:**

**Hawthorn Training Centre**

**Time:**

7.30	INTRODUCTIONS
7.40	CUSTOMER RELATIONS
8.25	EFFECTIVE USE OF P.A. SYSTEM
9.05	BREAK
9.15	REVENUE OFFICE
9.25	JOURNAL & PAY IN SLIP
9.40	ZONE SYSTEM
10.00	RECOGNITION & VALIDATION OF TICKETS & PASSES
10.50	BREAK
11.00	CONTINUE PREVIOUS SESSION
11.25	TICKET CANCELLATION FORM
11.40	TEST & EVALUATION
12.00	LUNCH
12.40	GENERAL DRIVING
1.40	OPERATIONAL PROCEDURES
2.30	BREAK
2.40	SAFE WORKING
4.00	SUMMARY
4.10	CLOSE

**ONE PERSON OPERATOR  
TRAINING PROGRAM**

**DAY 2**

<b>Length of Course:</b>	<b>8 Hours</b>
<b>Venue:</b>	Hawthorn Training Centre Camberwell Depot
<b>Time:</b>	0730 Hrs to 1200 Hrs 1230 Hrs to 1610 Hrs
7.30 - 8.30	General Revision of Day 1
8.30	Trainers to be divided into two groups.
8.30 - 12.00	Group 1 - On road experience as One Person Operator with Camberwell Depot Trainer.
8.30 - 10.30	Group 2 - Revision of Ticket System and Driving requirements.
10.30 - 12.00	Group 2 - Disability awareness with N. Neimann.
12.00 - 12.40	Lunch
12.40 - 4.10	Group 2 - On road experience as One Person Operator with Camberwell Depot Trainer.
12.40- - 2.10	Group 1 - Disability awareness with N. Neimann.
2.10 - 4.10	Group 1 - Revision of Ticket System and Driving requirements

# ONE PERSON OPERATION

## COURSE OUTLINE

- 1.1 INTRODUCTION TO PROGRAM
- 1.2 CUSTOMER RELATIONS
- 1.3 EFFECTIVE USE OF P.A. SYSTEM
- 1.4 REVENUE OFFICE
- 1.5 JOURNAL AND PAY IN FORMS
- 1.6 ZONE SYSTEM
- 1.7 RECOGNITION & VALIDATION TICKETS & PASSES
- 1.8 TICKET CANCELLATION
- 1.9 TEST & EVALUATION TICKETS & PASSES
- 1.10 GENERAL DRIVING
- 1.11 OPERATIONAL PROCEDURES
- 1.12 SAFE WORKING PROCEDURES
  - 12.1 DUTIES WHICH WERE CARRIED OUT BY CONDUCTORS
  - 12.2 SET UP OF TICKETS AND OUTFITS
  - 12.3 FARES IN MOTION
  - 12.4 FARE DISPUTES
  - 12.5 LEAVING THE TRAM UNATTENDED
  - 12.6 LEAVING DRIVERS CAB TO ASSIST CUSTOMERS
  - 12.7 CHANGING ENDS
  - 12.8 CUSTOMERS BOARDING AND ALIGHTING
  - 12.9 CUSTOMERS BEHIND RED LINE

**INTRODUCTIONS**

**Objective :** That Trainers be fully conversant with One Person Operational Program

**Time :** 10 Mins

<b>STEPS</b>	<b>KEY POINTS</b>	<b>TRAINING AIDS</b>
Introductions	Reasons for program Benefits of program	O.H.T. Whiteboard Participants Manual
Summarise	Questions	