



SWANSTON
trams

TRAM DRIVER TRAINING MANUAL "W" CLASS



Swanston Trams Training
Transport House
14/589 Collins Street

INDEX

Swanston Trams Mission Statement.....	2
Swanston Trams Quality Policy	2
Tram Driver Training Program.....	3
Fault Finding Assessment.....	5
Braking Assessment	6
Operational Rules & Regulations	7
Driving Knowledge	8
Road Code & Tram Quiz.....	9
Defensive Driving	11
Braking In Adverse Driving Conditions.....	12
Automatic Vehicle Monitoring (AVM).....	14
Accident Procedures	15
Safety.....	18
Using The Fire Extinguisher.....	20
Public Address Announcements	21
Vocal Techniques	22
Customer Service.....	23
Disability Awareness	26
Equal Employment Opportunity.....	29
Tramway Jargon	31
Fault Finding	34

SWANSTON TRAMS MISSION STATEMENT

“Swanston Trams will deliver a quality, customer driven, profitable metropolitan tram service.”

SWANSTON TRAMS QUALITY POLICY

The management and staff of Swanston Trams are committed to the provision of quality public transport services to the community.

In particular Swanston Trams shall establish, develop, review and maintain quality management systems which facilitate the achievement of the core business objectives of:-

- ⇒ Achieving high levels of service delivery
- ⇒ Achieving high levels of customer satisfaction
- ⇒ Enhancing asset utilisation and the safety of tram operations
- ⇒ Achieving an increase in patronage, revenue and operational efficiency
- ⇒ Ensuring conformance to specified requirements for provision of quality services

These objectives will be achieved by the active participation of all Swanston Trams personnel

Russell Nathan
Chief Executive, Swanston Trams
12 August 1998

TRAM DRIVER TRAINING PROGRAM

- Rationale:** The tram driver training program is of 120 hours duration. Of this, 16 hours are at Swanston Trams Training Centre for theoretical instruction, 8 hours are out of service with the Senior Depot Trainer in the depot and 96 hours are in service with a Depot Trainer. During and at the completion of the 120 hours training the trainee will be required to pass 4 separate tests to demonstrate their competency skills.
- Aim:** To provide the necessary instruction and practical training in tram driving operation, Customer relations, and operational procedures to enable trainees to be tested and evaluated to meet the standards set by the Organisation
- Objective:** To enhance, develop and test the ability of trainees to deliver a safe, effective and professional Tram service to the customers of Swanston Trams in the position of Tram Driver Operator.
- Performance:** The trainees will demonstrate and be evaluated on their competency to:
- Display full knowledge, and correct interpretation of the General & Operational Rules and the Victorian Road Law.
- Identify and accurately explain:
- 1) Fault Finding (Breakdown) Procedures
 - 2) Emergency Braking Procedures
 - 3) Safe Working procedures as set by Swanston Trams.
- Drive a Tram vehicle under all operating conditions to the standards set by Swanston Trams.
- Display the correct skills required to effectively deliver professional Customer service.

Week 1

- Monday Swanston Trams Training – “Day 1”
- Tuesday Out of Service training with Depot Trainer
- Wednesday Out of Service training with Depot Trainer
- Thursday In Service training with Depot Trainer
- Friday In Service training with Depot Trainer

Week 2

- Monday In Service training with Depot Trainer
- Tuesday In Service training with Depot Trainer
- Wednesday In Service training with Depot Trainer
- Thursday In Service training with Depot Trainer
- Friday Out of Service with Senior Depot Trainer at depot – Day 2

Week 3

- Monday In Service training with Depot Trainer
- Tuesday In Service training with Depot Trainer
- Wednesday In Service training with Depot Trainer
- Thursday In Service training with Depot Trainer
- Friday Swanston Trams Training – “Day 3”- Fault Finding, Braking and Written Assessment

Week 4

- In Service Training with Depot Trainer until completion of 96 Hrs

FINAL ON ROAD TEST

Minimum number of hours training before final testing can be undertaken is 96 hours (excluding Day 1 at Transport House and day “Day 3” Out of Service testing)

In Service Training at Depot with Depot Trainer is flexible and is at the discretion of the Traffic Manager. Days set down for the Swanston Trams Training must be attended.

When Public Holidays affect the Swanston Trams Training component Traffic Managers will be notified of any changes to procedure.

Traffic Managers and Senior Depot Trainers are to ensure correct number of hours are completed before booking student for final testing.