



SYDNEY TRAMWAY MUSEUM

CONDUCTOR TRAINING PROCEDURE

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1.0	31/10/2006	Initial issue
1.1	19/4/2008	Added definition of a Trainee Conductor
2.0	17/12/2008	Merged the Conductor Procedure with the Conductor Curriculum
2.1	19/02/2009	Added Duties of a Conductor to the procedure
2.2	18/07/2010	Changed ITSRR to ITSR
2.3	15/12/2011	Modified a procedure name (STM6045)
2.4	10/06/2012	Changed Certificate Of Competency to Identification Card
2.5	16/12/2013	Amend to ensure that trainee has done his RSW training and photo taken. Alter ITSR to ONRSR.
2.6	10/01/2014	Updated Examiner's Checklist
2.7	10/05/2014	Removed the need to sign for the TOH Book
2.8	30/06/2014	Changed details about Tramcar Handbook
3.0	31/03/2016	Amended the process to reduce the number of forms.
3.1	1/2/2018	Add Point Bar (Melb. Points) with Point Hook and apply the brakes on trams where the Conductor is also the Observer.
3.2	18/3/2018	Added the training to show how to stop a tram using the driver controls.
3.3	24/11/2018	Conductor's Check list now added to this procedure
3.4	25/05/2020	Corrected a document number

Approved by **Signature & Date**

3. Distribution List

Position	Date	Location of Documents
Rail Safety Manager		Original held on GOOGLE secure Website
STM WEB SITE		Updated regularly and put onto the STM Web site.
OIC Reference Book		STM Traffic Office Safe
STM Office		STM Office Computer

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1. Purpose

To describe the procedure and curriculum for training a conductor at the Sydney Tramway Museum.

2. Scope

This procedure sets out the process for training a conductor from the time that a request to become a conductor is received until the candidate is approved as a fully qualified conductor. Also included is the curriculum for the training.

3. Responsibilities

The *STM Trainers* shall be responsible for ensuring that the training of new conductors follows this procedure. The procedure will be reviewed on a regular basis to ensure that it covers all new tram types received by the Museum.

The Rail Safety Management Team shall be responsible for ensuring that the training of new conductors follows this procedure by auditing the process on a regular basis.

4. References

- STM6017 - General Safety Induction
- STM5014 - Orientation Pack.
- STM5009 – Crew Training Application Form
- STM6019 - Starters Journal
- STM6022 - Safety in Tramcar Cabs Procedure
- STM6048 - Trainee **Conductor** Authorisation-~~Record~~ Card
- STM6050 - Conductor Exam
- ~~STM6051 - Conductor Letter of Appointment~~
- STM6062 - Tramway Operations Handbook – available to all new Traffic staff on the Sydney Tramway Museum web site.
- STM6132 – Position Description of Observer
- ~~STM6146-STM6082~~ – Historical Tram Operations

5. Definitions

ONRSR	Office of the National Rail Safety Regulator
RSM	Rail Safety Manager
SMS	Safety Management System
STM	Sydney Tramway Museum, a trading name of South Pacific Electric Railway Co-Operative Society Limited.
T&A	Training and Assessment

6. Actions

6.1 General

The STM Trainers will be responsible for ensuring that they follow this procedure when training a new conductor. Progress of the training is discussed between the trainer and trainee by either phone call, email or face-to-face.

6.2 Trainee Conductor Definition

Once the trainee has completed the conductor instruction course and is 15 years or older, he/she must complete at least **5** trips on **each** of the following types of tramcars before being given the conductor's examination: footboard cars, saloon or corridor cars, Japanese car, PCC and Brisbane 180 or such alternate trams as may be approved by the Training and Assessment Committee.

6.3 The Procedure

The steps in the Conductor training process are:

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- a) The candidate to complete a *Crew Training Application Form (STM5009)*, to become a Conductor. A copy of the application form to be sent to the RSM so that a competency record can be created on the STM Members database.
- b) At the start of the Conductor Training session, the trainer should check the details on the *Crew Training Application Form* to ensure that nothing has been missed and ensure that there is nothing that could stop the candidate from becoming a conductor (e.g. medical).
- c) Before starting the “on road” conductor training, the trainer MUST check that the trainee:
 - i. has completed the Rail Safety Watchers (RSW) training;
 - ii. has completed and passed his medical;
 - iii. has had his Identification Card issued; a
 - iv. has a copy of the latest roster so that the trainee can determine the suitable days for the “On road” training;
 - v. instructs the trainee to purchase the STM Traffic uniform before starting the “On road” training duties. In the *Orientation pack (STM5014)*, it explains the items of uniform required and where to purchase them.
- d) Dates of all of the above actions in item C above must be given to the RSM to update the trainee’s competency records.
- e) On the allocated date, the trainer gives the training course as per procedure *Conductors Training Curriculum* below.
- f) The trainer will remind the trainee to look at *Safety in Tramcar Cabs Procedure (STM6022)*.
- g) Once the one-day’s training has been completed, the trainee is issued with a *Trainee Conductor Authorisation/Record card (STM6048)* which must be completed for each trip that the trainee does during his “On road” training.

NOTE: The trainee is now a Trainee Conductor. The trainer notifies the RSM to ensure the Members SMS Details Database is kept up to date with the competencies.
- h) The trainer tells the trainee where the SMS and Tramway Operations Handbook is located on the STM website for future reference -<http://www.sydneytramwaymuseum.com.au/sms/>.
- i) When the trainee does the "On road" training he/she is under the supervision of a qualified conductor who is designated as a *Conductor trainer*. It is up to the trainee to plan his/her training days and notify the relevant OIC that he/she will be attending those days to ensure that there are not other trainees on those days.
- j) During the “On road” training the Conductor trainers observes the trainee’s performance and provides guidance and coaching to the trainee when required.
- k) Once the "On road" training has been completed, the trainee sends the completed *Trainee Conductor Authorisation Card/Record-sheet (STM6048)* to the Conductor Trainer as proof that he/she has completed the “On road” training and to requests to do the written exam. The completed *Trainee Conductor Authorisation/Record-sheet Card (STM6048)* is ~~passed to the RSM to then~~ file.
- l) The Conductor Trainer sends the *Conductor’s Exam (STM6050)* to the trainee.
- m) The trainee completes Conductor’s exam and returns it to the Conductor Trainer for marking. The Trainer notifies the RSM of the exam results to ensure the Members SMS Details Database is kept up to date with the competencies.
- n) The Conductor’s Exam paper is marked and if successful the Conductor Trainer recommends that the trainee be appointed as a **Conductor Grade 2N** at the next Training and Assessment (T&A) Committee meeting or via emails to all T&A members.
- o) The Training and Assessment Committee approves the appointment at their next meeting or via email.

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- p) Once approved, the Conductor Trainer notifies the trainee by ~~sending the Conductor's Approval Letter (STM6051) email~~ and sends a copy ~~of the letter~~ to the Roster clerk so that the trainee can be included in future rosters.

6.4 Conductor's Training Curriculum

The training for a new conductor typically would last about 5 hours. The training is usually conducted with one or more trainees in the class.

The following must be covered during the training session:

- 1) Have the candidate sign ON in the Traffic Office and collect their application form.
- 2) Firstly a familiarisation of the Museum site.

If the candidates have not been given an *Orientation Pack (STM5014)* before, now would be the time to issue them with one so that they can use the plan when touring the site.

Starting from the Main Entrance, the areas to be covered would be:

- a. Main Entrance:
 - i. Location of the Ticket Seller; and
 - ii. Layout of the Museum entrance including signage;
 - b. Location of the Starter/Checker and their roles
 - i. Starter checker duties including checking that the driver has the staff;
 - ii. Counting passengers before the tram leaves for each trip and recording the numbers on the *Starters Journal (STM6019)* sheet; and
 - iii. Changing the clocks.
 - c. Explain the Safeworking procedures and the functions of the Staff & Ticket;
 - i. Reason for staff;
 - ii. The reasons for the ticket; and
 - iii. When to carry staff and the 2 different staffs
 - d. Explain the basic function of the Sub-Station and take them on a brief tour of the sub-station. Also show where the overhead power is turned OFF/ON;
 - e. Location of the Kiosk and Bookshop;
 - f. Location of the Railway Waiting shed, the box to temporarily store the driver's keys; and
 - g. Location of the barbeques and how to operate them (in case visitors ask about them).
- 3) Move onto the Workshop
 - a. For information only as conductor should not have to go into the workshop as it is a Restricted Area; and
 - b. Explain the layout.
 - 4) Move into the Yard in front of the main depot.
 - a. Explain the various mechanisms for changing points:
 - i. Point lever on points;
 - ii. Melbourne type points - show in the yard to Top shed;
 - iii. Brisbane type point level – entrance to Road 4; and
 - iv. Using the point hooks or points bars for street type points;
 - b. Explain the setting of points for each track into the shed
 - c. Note crossover settings - use point hook or point bar;
 - d. Explain about greasing the crossover;
 - e. Point out the overhead and the 2 wires leading up to Princes Highway.
 - 5) Cover the Main Depot covering the following:
 - a. Show the location of the drivers keys and the various types;
 - b. Show the location of the point hooks and point bars, etc;
 - c. Explain the meaning of "2-R-1" and "1-L-2" on the sides of trams;
 - d. Demonstrate raising and lower the trolley poles - mostly on right hand side of hook;
 - e. Show how to tie off the trolley rope.
 - f. Explain changing the pole direction on single pole cars and to watch out for obstacles;
 - g. Changing poles in the shed;
 - h. PCC - poles changed by driver only; and

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- i. Putting trams away - open drain cocks.
- 6) Traffic Office.
- a. The location of the sign On sheet;
 - b. The location of the ticket cases, bags, phone & first-aid boxes.
 - c. Start of the Day:
 - i. Sign on and show details plus location;
 - ii. Any messages to Operations staff;
 - iii. Read the Notice Board for any instructions, warnings, etc;
 - iv. Check float given from OIC;
 - v. Describe ticket issue process;
 - vi. Use of tickets - don't pull until known and check change;
 - vii. Show ticket case, ticket journal and types of tickets;
 - viii. Types of tickets issued; and
 - ix. Check phone & first-aid box with tram.
 - d. End of the Day:
 - i. Extract the float;
 - ii. Complete Ticket Journal (STM5008) by entering the last ticket numbers in the sheet;
 - iii. Count the money and balance with the Ticket Journal;
 - iv. Count and pay in money after balancing with the tickets;
 - v. Complete new Ticket Journal before handing in ticket case;
 - vi. Put float in bag and hand to OIC (check no money left in bag); and
 - vii. Sign off - details plus location.
- 7) On Road training acting as a conductor on simulated revenue tram trips, covering;
- a. The tramcar operation;
 - i. Location of the bells, buttons and cords;
 - ii. The location of the bells, etc in the drivers cabin;
 - iii. Signals to the driver - number of bells, except Nagasaki car (1054);
 - iv. Talk to passengers but don't forget to watch the other passengers and the stops;
 - v. Changing sign on RNP trams at the end of each trip (sides and rear);
 - vi. Remember DON'T pull any tickets until the number is known and check the change.
 - b. Conducting On a Footboard Tram - 2 trips on a footboard tramcar;
 - i. On footboard cars - how to walk along footboard of the tram safely;
 - ii. What to lookout for whilst tram is moving;
 - iii. The correct side to conduct on a footboard tram;
 - iv. How to stand to collect fares and how to carry ticket case; and
 - v. Observation of passengers.
 - c. Conducting On another type Tram - 2 trips on a tramcar;
 - i. Duties when crossing the Princes Highway level crossing;
 - ii. Safety issues about the platform at National Park;
 - iii. Simulating collecting fares; and
 - iv. Where to stand in the tram.
 - d. Fare collection by conductor;
 - i. Travelling to Sutherland and return - covering checking tickets when leaving Sutherland and passengers en route;
 - ii. Giving the "start" signals; and
 - iii. Walking along the footboard collecting fares.
 - e. Explain the positions where the conductor must stand depending on the type of tramcar (see Historical Tram Operations – STM6146);
 - f. Explain how to apply the brakes on trams where the conductor is also the Observer as he/she may need to apply the brakes in emergencies (i.e. How to put the controller to the OFF position and apply the air brake or hand brake, depending on the tram).
 - g. Mobile Phones;

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Tram crews are not to take phone calls, talk, text or receive text messages whilst the trams are in motion. They must wait until the tram arrives at the terminus. Unless in emergency situations they can make an emergency phone call to the OIC or emergency services when the tram stops. **However the conductor may answer a call only on the Museum's mobile phone whilst the tram is moving.**

- 8) Complete training day;
 - a. Give each candidate, the web address of the STM web site;
 - b. Handouts to trainees - *Trainee Conductor Authorisation Card (STM6049)*;
 - c. Explain the various procedures to be used during their training;
 - d. Give them an overview of the Safety Management System.

- 9) On going training plans
Explain that training is to continue over the next few months under the supervision of qualified Traffic staff to gain experience. **Each trip must be entered on the record card and signed by the supervisor.** Candidate must complete at least 20 trips under supervision before sitting for the Conductor's written exam. **Following successful completion of the written exam, the trainee will be required to complete a Practical Assessment.**~~Each trip must be entered on the record card and signed by the supervisor.~~

- 10) It is to be stressed to the trainee that they must carry, on their person, their Identification Card (IDC) that must be produced if requested by an officer from the Office of National Rail Safety Regulator (ONRSR), the Officer-in-Charge or the Rail Safety Manager. If the IDC is lost it must be immediately reported to the Rail Safety Manager so that a new IDC can be prepared.

- 11) Have the candidates sign OFF in the Traffic Office.

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7. CONDUCTOR TRAINING CHECKLIST

A TRAINING DAY PLAN

- | | | |
|---|--------------------------------------------------------------------|--------------------------|
| 1 | Complete Application Form by candidate | <input type="checkbox"/> |
| 2 | Conduct Site Familiarisation | |
| | a) Front Gate | <input type="checkbox"/> |
| | b) Starter's Box | <input type="checkbox"/> |
| | c) Staff Box | <input type="checkbox"/> |
| | d) Sub station | <input type="checkbox"/> |
| | e) Kiosk - show location only | <input type="checkbox"/> |
| | f) Book Shop - show location only | <input type="checkbox"/> |
| | g) Waiting Shed | <input type="checkbox"/> |
| | h) Yard | <input type="checkbox"/> |
| | i) Workshop | <input type="checkbox"/> |
| | j) Running Shed | <input type="checkbox"/> |
| | k) Location of sign on/sign off room (car 2044) | <input type="checkbox"/> |
| 3 | Operation of Point Levers | |
| | Underground points - show at the crossover. | <input type="checkbox"/> |
| | Above ground points (throwover) - show in the yard | <input type="checkbox"/> |
| | Melbourne type points - show in the yard to Top shed. | <input type="checkbox"/> |
| 4 | Tramcar Operation | |
| | a) Trolley pole operation | <input type="checkbox"/> |
| | b) Signals to driver | <input type="checkbox"/> |
| | c) Footboard operations | <input type="checkbox"/> |
| | d) Stopping the tram using the Driver controls | <input type="checkbox"/> |
| 5 | Start of Day Operations - <i>Explain the following:</i> | |
| | Explain the reasons for the different tickets | <input type="checkbox"/> |
| | Collect Conductor's bag | <input type="checkbox"/> |
| | Collect first-aid kit | <input type="checkbox"/> |
| 6 | End of day operations - <i>Explain the following:</i> | |
| | Complete the Ticket Summary Sheet | <input type="checkbox"/> |
| | Count cash and balance with the Ticket Summary Sheet. | <input type="checkbox"/> |
| | Take out the float using the correct cask makeup. | <input type="checkbox"/> |
| | Raise a new Ticket Summary Sheet. | <input type="checkbox"/> |
| 7 | Operations | |
| | a) 2 trips on a footboard tramcar | <input type="checkbox"/> |
| | b) 2 trips on a corridor tramcar | <input type="checkbox"/> |
| 8 | Complete documentation | |
| | Location of Tramcar Handbook, and other SMS documentation Program. | <input type="checkbox"/> |
| | Issue Conductor's Training Record Card. | <input type="checkbox"/> |
| | Collect Application form | <input type="checkbox"/> |
| | Check RSW training and medical done and photo taken | <input type="checkbox"/> |

******* DURATION ABOUT 5 HOURS *******

- | | | |
|---|---------------------------------|--------------------------|
| B | Ongoing Training Plan explained | <input type="checkbox"/> |
|---|---------------------------------|--------------------------|

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Conductor's Duties - to be given to each new Trainee Conductor

At start of day:

- a) Sign on in the Crew room (2044)
- b) Collect the ticket case and conductor's bag, which has been assigned by the OIC.
- c) Check that strap for conductor's bag is a suitable length for the user's comfort.
- d) Collect the float from the OIC and count it before putting it into the conductor's bag.
- e) Check the starting numbers of each of the tickets with Ticket Journal (STM5008) in the ticket case.
- f) Put the correct mobile phone (either Sutherland or RNP) in the correct First-aid box (either Sutherland or RNP).
- g) If the beginning of the day, go with the driver to assist with the preparation of the tram taking the correct First-aid box.
- h) If weather is warm, check that at least some windows on the trams are opened to allow fresh airflow.
- i) If weather is cool or wet, check that windows are suitably adjusted to still allow for some ventilation.
- j) Make sure that seats and window-sills are clean.
- k) Check that the seats are facing the direction of travel for the first passenger carrying trip.
- l) Set the points in the yard for the correct road.
- m) Travel with the tram to Depot junction to assist with changing the trolley poles and the points.
- n) Once at the starting position, ensure that everything is ready to accept passenger.

During the day:

- a) At the beginning of each trip ensure that the driver has the correct Staff.
- b) At the Museum, assist passengers who have difficulty getting on/off the trams; even using the wooden boxes in the Starters cabin.
- c) Always be available for the next duty and don't "wander off" without first telling the OIC where you are going.
- d) After each trip on corridor cars, where reversible seats are installed, they should face direction of travel on RNP line or at least alternately and advise passengers that seats can be reversed.
- e) The conductor is to wear a conductor's bag on **every trip** and be prepared to issue tickets (as a back-up for gate conductor) and dispense information.
- f) On the RNP trips the conductor must signal the driver to proceed, when the "T" is given at the level crossing.
- g) On RNP Line trips, check tickets on outbound trips (i.e. to the RNP platform), punch the single tickets to ensure that they are not used again. On return (inbound) journey, check tickets of passengers who boarded at RNP and either punch return tickets to ensure that they are not used again or issue, and punch, a single ticket for those who do not have a ticket. Ensure that these ticket holders understand that the tickets only entitle them to travel on the tram and do NOT allow them to visit the Display Hall.
- h) On Museum Line trips, check the tickets once during round trip.
- i) Set suitable destination signs, with correct signage (where installed) on RNP trams.
- j) Standing in the correct position of the tram, supervise passengers whilst travelling to the destinations.
- k) Announce on arrival at terminus the time available before the return trip commences and departure time, interesting features such as (at RNP) the Bungoona Path & Lookout or at the northern terminus the proposed extension in to Sutherland.
- l) On return to the Museum, announce (on board) the expected departure time and destination of the next tram and features such as the Bookshop, Kiosk and Display Hall.
- m) **THE CONDUCTOR IS THE LINK WITH OUR VISITORS.**
- n) At the destinations, change the trolley pole for the next trip.
- o) Alternate with the Gate conductor if he/she requires.

At the end of the day:

- a) Assist with putting the trams away.
- b) Collect the First-aid box from the tram and put it in 2044.
- c) Plug the mobile phone (from the First-aid box) into the phone charger.
- d) Complete ticket journal in full - all sections by entering the number of the next ticket from the ticket case on the journal.
- e) Calculate the total fares collected on the Ticket Journal (STM5008).
NB: The closing number is next ticket to be issued. If book (or block of tickets) is completely sold, the closing number is the first ticket of the next (consecutive number) book or (block).
- f) Count out float and put it into the float bag.
- g) Count the cash to be paid-in.
- h) Balance the cash with the total of tickets sold.
- i) Hand the cash and the completed Ticket Journal to the OIC.
- j) Prepare the replacement ticket journal for next use and insert the ticket journal in Ticket case.
- k) Put the Conductor's bag (with the strap folded neatly in the front pocket of the bag) and Ticket case in the cupboard.
- l) Sign off.

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CHECKLIST FOR INITIAL CONDUCTOR TRAINING

Trainee Name: Member No.

Date Conductor Course Completed?

Has candidate completed Application Form?

Has Site Familiarisation been conducted?

Candidate told about STM web site for:
Tramcar Handbook, etc

Date R.S.W. training completed

Date medical completed

Date Photo taken

Date Conductor's Training Record Card issued.

Trainer Name Member No.

Signature Date:

Date Identification Card Issued

Issuers Name Member No.

Signature Date: