



SYDNEY TRAMWAY MUSEUM

CONDUCTOR TRAINING CURRICULUM

~~JULY 2010~~ JUNE 2012

SYDNEY TRAMWAY MUSEUM

1. Purpose

To provide the curriculum for the training of conductors for the Sydney Tramway Museum.

2. Scope

This procedure sets out the minimum information that must be taught to members who want to become a conductor.

3. Responsibilities

The Rail Safety Management Team 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.

4. References

- STM6017 - General Safety Induction
- STM6018 - Orientation Program
- STM6019 - Starters Journal
- STM6047 - Conductor's Second Letter
- STM6048 - Trainee authorisation record card
- STM6113 - Document Issue Advice Notice
- STM6146 – Historical Tram Operations

5. Definitions

STM- Sydney Tramway Museum, a trading name of South Pacific Electric Railway Co-Operative Society Limited.

6. Actions

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 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

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- 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; and
 - iii. Using the point hooks for street type points;
 - b. Explain the setting of points for each track into the shed
 - c. Note crossover settings - use point hook;
 - 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, 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
 - 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;
 - 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 (concession 5-16 years & Transport concession card - under 5 free);and
 - ix. Check phone & first-aid box with tram.
 - d. End of the Day:
 - i. Extract the float;
 - ii. complete Ticket Journal 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;

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- ii. The location of the bells, etc in the drivers cabin;
 - iii. Signals to the driver - number of bells, except Jap car - tell driver;
 - 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 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 farese)
- e) Explain the positions where the conductor must stand depending on the type of tramcar (see Historical Tram Operations – STM6146);
- f) Mobile Phones;
- 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 a 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 a copy of the Tramway Operating Handbook;
 - b. Have them sign Document Issue Advice Notice (STM6113) when handing out Museum booklets
 - c. Handouts to trainees:
 - i. Trainee authorisation record card (STM6048);
 - ii. Conductor's Second Letter (STM6047);
 - d. Explain the various procedures to be used during their training;
 - e. Give them an overview of the Safety Management System and copies of the General Safety Induction (STM6017) and the Orientation Program (STM6018) unless they have been already given to them before.
- 9) On going training plans
- Explain that training is to continue over the next few months under supervision of qualified Traffic staff to gain experience. Candidate must complete at least 20 trips under supervision before sitting for the Conductor's exam. 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 **Certificate of Competency Identification Card (CCIC)** which must be produced if requested by an officer from the Independent Transport Safety Regulator (ITSR), the Officer-in-Charge or the Rail Safety Manager. If the **CCIC** is lost it must be immediately reported to the Rail Safety Manager so that a new **CCIC** 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 style="width: 50px; height: 20px;" type="checkbox"/> |
| 2 | Conduct Site Familiarisation | |
| | a) Front Gate | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | b) Starter's Box | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | c) Staff Box | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | d) Sub station | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | e) Kiosk - show location only | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | f) Book Shop - show location only | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | g) Waiting Shed | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | h) Yard | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | i) Workshop | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | j) Running Shed | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | k) Location of sign on/sign off room (car 2044) | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| 3 | Operation of Point Levers
Underground points - show at the crossover.
Above ground points (throwover) - show in the yard
Melbourne type points - show in the yard to Top shed. | <input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/> |
| 4 | Tramcar Operation | |
| | a) Trolley pole operation | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | b) Signals to driver | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | c) Footboard operations | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| 5 | Start of Day Operations - <i>Explain the following :</i>
Explain the reasons for the different tickets
Collect Conductor's bag
Collect first-aid kit | <input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/> |
| 6 | End of day operations - <i>Explain the following:</i>
Complete the Ticket Summary Sheet
Count cash and balance with the Ticket Summary Sheet.
Take out the float using the correct cask makeup.
Raise a new Ticket Summary Sheet. | <input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/> |
| 7 | Operations | |
| | a) 2 trips on a footboard tramcar | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| | b) 2 trips on a corridor tramcar | <input style="width: 50px; height: 20px;" type="checkbox"/> |
| 8 | Complete documentation
Issue Tramcar Handbook, General Safety Induction & Orientation Program.
Have candidate complete Acknowledgement form
Issue Conductor's Training Record Card.
Collect Application form | <input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/>
<input style="width: 50px; height: 20px;" type="checkbox"/> |

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

- | | | |
|---|---------------------------------|---|
| B | Ongoing Training Plan explained | <input style="width: 50px; height: 20px;" type="checkbox"/> |
|---|---------------------------------|---|