

# **Tram Driver National Occupational Standards**

**Version 2005**

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# [Unique Reference Number]

## Prepare for tram/light rail driving duties

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### Overview

This unit is about making sure that you comply with the rules and regulations concerning fitness for duty as a tram/light rail vehicle driver. You should be able to demonstrate that you can comply with rules, legal requirements and regulations, follow instructions and procedures, and communicate safely within the work environment.

This unit comprises two elements:

1. **Prepare for work** is about preparing for work, making sure you comply with rules and regulations regarding your fitness for duty
2. **Book on for duty** is about starting work and booking on for duty at the depot

This unit is for anyone who drives trams/light rail vehicles

# [Unique Reference Number]

## Prepare for tram/light rail driving duties

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### Performance criteria

*You must be able to:*

#### **Prepare for work**

- P1 meet your organisation's standards for appearance and conduct
- P2 conform to relevant legal requirements and your organisation's procedures relating to fitness for duty
- P3 have the required documents you need, for example, relevant statutory licence, and equipment as specified by your organisation

*You must be able to:*

#### **Book on for duty**

- P4 get and confirm information, for example, relevant weather reports, track conditions, traffic news etc, relating to the work to be undertaken
- P5 comply with your organisation's procedures relating to personal safety
- P6 prepare for duty within the allocated time
- P7 complete required documents accurately and process them correctly, as specified by your organisation
- P8 demonstrate how to use required equipment, for example, torches, coloured flags, point bars/levers, radio equipment, single line tokens, as specified by your organisation

# [Unique Reference Number]

## Prepare for tram/light rail driving duties

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### Knowledge and understanding

*You need to know and understand:*

#### **Prepare for work**

- K1 the equipment you need and how to access it
- K2 the documents you need including licensing requirements when preparing for work
- K3 the relevant legal requirements and your organisation's procedures relating to fitness for duty
- K4 the standards of dress and conduct required by your organisation

*You need to know and understand:*

#### **Book on for duty**

- K5 your organisation's procedures relating to booking on for duty
- K6 the duties you need to do in order to prepare for duty and your organisation's procedures relating to them including personal safety
- K7 how to get the documents you need, as specified by your organisation
- K8 how to complete the required documents as specified by your organisation
- K9 how to use equipment given to drivers to carry out their duties

# [Unique Reference Number]

## Prepare for tram/light rail driving duties

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### Additional Information

#### Glossary

#### **Booking on**

A legal declaration to say that a person is in a fit state to work

## [Unique Reference Number]

### Prepare for tram/light rail driving duties

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**Developed by** People 1st

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**Status** Original

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**Originating organisation** GoSkills

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**Original URN** GSKTLR01

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**Relevant occupations** Transport Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, booking on for duty

## [Unique Reference Number]

# Maintain a safe and secure work environment for tram/light rail operations



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### Overview

This unit is about following healthy and safe working practices to make sure the work environment is healthy, safe and secure. You should be able to comply with regulations and your organisation's procedures to ensure a safe, healthy and secure work environment. You should be able to show that you can respond to hazards and emergencies which may arise. Communication is an important feature of this unit, as is your knowledge and understanding of your organisation's procedures relating to security.

This unit comprises of two elements:

1. **Maintain healthy and safe working practices** is about maintaining health and safety standards while you work
2. **Contribute to the security of the work environment** is about maintaining a secure work environment and understanding how to keep your workplace secure

This unit is for anyone who drives trams/light rail vehicles



## [Unique Reference Number]

# Maintain a safe and secure work environment for tram/light rail operations

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### Performance criteria

*You must be able to:*

#### **Maintain healthy and safe working practices**

- P1 Comply with relevant health and safety regulations and your organisation's procedures
- P2 use and store equipment and materials in line with your organisation's procedures
- P3 check that the cab is safe, free from distractions, secure and clean
- P4 take positive actions to minimise distractions in the cab environment in order to operate the vehicle effectively
- P5 identify, report and deal with, where appropriate, hazardous situations within the limits of your own authority
- P6 take pre-cautionary measures to warn others of hazardous situations
- P7 take action to deal with emergencies in line with relevant health and safety regulations and your organisation's procedures
- P8 complete your organisation's required documentation accurately and process it correctly

*You must be able to:*

#### **Contribute to the security of the work environment**

- P9 meet your own responsibilities for complying with and operating any security systems fitted to the vehicle
- P10 respond promptly to breaches of security, in line with your organisation's procedures

## [Unique Reference Number]

# Maintain a safe and secure work environment for tram/light rail operations

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### Knowledge and understanding

*You need to know and understand:*

#### **Maintain healthy and safe working practices**

- K1 the relevant safety legislation, regulations and your organisation's procedures relating to health and safety
- K2 your organisation's procedures relating to using and storing equipment
- K3 your organisation's procedures relating to cab discipline
- K4 what constitutes a hazardous situation
- K5 your organisation's procedures for dealing with hazardous situations
- K6 your organisation's procedures for dealing with an emergency situation
- K7 warning signs and their meanings
- K8 the limits of your own authority in maintaining a healthy and safe working environment
- K9 your organisation's documents relating to health and safety requirements
- K10 your organisation's procedures and reporting arrangements for recommending improvements to safety

*You need to know and understand:*

#### **Contribute to the security of the work environment**

- K11 your organisation's procedures and reporting arrangements relating to security
- K12 what is classed as a secure work environment on the vehicle
- K13 what constitutes a breach of security

## [Unique Reference Number]

Maintain a safe and secure work environment for tram/light rail operations

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**Original URN** GSKTLR02

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, Health and Safety

## [Unique Reference Number]

Obtain and communicate information required for driving tram/light rail vehicles



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### Overview

This unit is about communicating information effectively and at the appropriate time. You should be able to communicate with other members of your organisation and/or passengers.

This unit comprises of two elements:

1. **Get and store information** is about getting and storing relevant information
2. **Communicate information** is about communicating relevant information to others

This unit is for anyone who drives trams/light rail vehicles

## [Unique Reference Number]

Obtain and communicate information required for driving tram/light rail vehicles

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### Performance criteria

*You must be able to:*

#### **Get and store information**

- P1 collect and update specified information as and when necessary
- P2 prioritise information and respond accordingly
- P3 get help as soon as possible if you receive information which is unclear or insufficient
- P4 store information so that you can find it when required

*You must be able to:*

#### **Communicate information**

- P5 communicate relevant and accurate information at an appropriate time and place
- P6 present information in a way that can be clearly understood
- P7 communicate information that is consistent with your organisation's procedures in both normal and abnormal situations

## [Unique Reference Number]

### Obtain and communicate information required for driving tram/light rail vehicles

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#### Knowledge and understanding

*You need to know and understand:*

##### **Get and store information**

- K1 the lines and methods of effective communication within your organisation
- K2 your own responsibilities for collecting and storing information
- K3 where you can get information from within your organisation, for example, information about the organisation, routes, passengers etc

*You need to know and understand:*

##### **Communicate information**

- K4 your organisation's procedures on providing and communicating information, including the requirements under the Disability Discrimination Act
- K5 the lines and methods of effective communication within your organisation
- K6 the limits of your own authority within your organisation's procedures
- K7 how to use the vehicle's communication systems
- K8 how to communicate effectively with other members of your organisation and/or passengers in both normal and abnormal situations
- K9 how to be assertive in a crisis situation and provide leadership to passengers without creating panic

## [Unique Reference Number]

Obtain and communicate information required for driving tram/light rail vehicles

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**Originating organisation** GoSkills

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, Communications, Information

# [Unique Reference Number]

## Prepare to use a tram/light rail vehicle



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### Overview

This unit is about preparing to use a vehicle. You should understand the importance of communicating information to colleagues during the handover of vehicles. You need to demonstrate a thorough knowledge of safety regulations.

This unit comprises of two elements

1. **Prepare trams/light rail vehicles for service from the depot** is about preparing to drive a vehicle that is currently in the depot
2. **Take over trams/light rail vehicles in service** is about taking over a vehicle that is in service

This unit is for anyone who drives trams/light rail vehicles



# [Unique Reference Number]

## Prepare to use a tram/light rail vehicle

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### Performance criteria

*You must be able to:*

#### **Prepare trams/light rail vehicles for service from the depot**

- P1 carry out all the pre-drive checks to the vehicle in line with your organisation's procedures
- P2 make sure that the vehicle's documents are in line with your organisation's procedures
- P3 make the cab a safe and comfortable work environment when preparing to drive the vehicle
- P4 make sure you have adequate visibility through windows and other driving aids in order to ensure safe operation of the vehicle
- P5 report any vehicle defects or problems in line with your organisation's procedures

*You must be able to:*

#### **Take over trams/light rail vehicles in service**

- P6 get information on the vehicle and route, that affects the operation of the vehicle, from the existing driver and process any relevant documents
- P7 make the cab a safe and comfortable working environment when preparing to drive the vehicle
- P8 make sure you have adequate visibility through windows and other driving aids in order to ensure safe operation of the vehicle
- P9 make sure the vehicle is secure when changing crews
- P10 report vehicle defects or problems in line with your organisation's procedures

# [Unique Reference Number]

## Prepare to use a tram/light rail vehicle

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### Knowledge and understanding

*You need to know and understand:*

#### **Prepare trams/light rail vehicles for service from the depot**

- K1 your organisation's procedures for carrying out pre-drive checks to the vehicle
- K2 the vehicle documents you need in line with your organisation's procedures
- K3 how to arrange the cab and its equipment for safe and efficient vehicle operation, for example, make sure the seat is at the correct height, the mirrors are in the correct position etc
- K4 types of vehicle faults and how to identify them
- K5 your organisation's procedures for reporting faults and problems

*You need to know and understand:*

#### **Take over trams/light rail vehicles in service**

- K6 the information you should receive from the hand-over driver in line with your organisation's procedures
- K7 the vehicle documents you need in line with your organisation's procedures
- K8 how to arrange the cab and its equipment for safe and efficient vehicle operation, for example, make sure the seat is at the correct height, the mirrors are in the correct position etc
- K9 your organisation's procedures for reporting faults and problems
- K10 how to make the cab secure when you are changing crews

## [Unique Reference Number]

### Prepare to use a tram/light rail vehicle

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**Original URN** GSKTLR04

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, hand over, safety

# [Unique Reference Number]

## Coupling/forming tram/light rail units and uncoupling/separating tram/light rail units



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### Overview

This unit is about coupling and uncoupling vehicles for normal running.

This unit comprises of two elements:

1. **Couple vehicles** is about coupling vehicles to form a multiple unit for service
2. **Uncouple vehicles** is about uncoupling vehicles after service

This unit is for anyone who drives trams/light rail vehicles as multiple units

## [Unique Reference Number]

### Coupling/forming tram/light rail units and uncoupling/separating tram/light rail units

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#### Performance criteria

*You must be able to:*

#### **Couple vehicles**

- P1 carry out your organisation's normal coupling procedure to form a multiple unit
- P2 make sure any vehicle body skirts are raised and the couplers are extended where appropriate
- P3 make sure vehicles are in correct alignment before trying to couple them
- P4 move vehicles safely and correctly
- P5 show that vehicles are joined correctly
- P6 carry out your organisation's procedure if vehicles fail to join correctly or break away
- P7 conduct a brake test in line with your organisation's procedures and take any corrective action that is needed
- P8 make sure the multiple unit is fit for service
- P9 bring the multiple unit into service

*You must be able to:*

#### **Uncouple vehicles**

- P10 carry out your organisation's uncoupling procedure
- P11 move vehicles safely and correctly
- P12 make sure the multiple unit is positioned correctly before trying to uncouple its vehicles
- P13 carry out the correct procedure if the vehicles fail to uncouple correctly
- P14 lower any body skirts and stow couplers correctly (where appropriate)
- P15 leave vehicles secure and in the correct location
- P16 prepare vehicles for service if necessary

## [Unique Reference Number]

### Coupling/forming tram/light rail units and uncoupling/separating tram/light rail units

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#### Knowledge and understanding

*You need to know and understand:*

#### **Couple vehicles**

- K1 your organisation's procedure for correctly coupling vehicles for service
- K2 the correct positioning of vehicles on the track before coupling
- K3 your organisation's procedure for lifting body skirts and extending couplers where appropriate
- K4 the types of faults that may arise during coupling and the actions you need to take to attempt to solve them
- K5 your organisation's procedure for reporting faults and problems
- K6 how to arrange the cab for safe and efficient operation
- K7 how to leave the vehicle cabs safe and secure
- K8 how to conduct a brake test in line with your organisation's procedures

*You need to know and understand:*

#### **Uncouple Vehicles**

- K9 your organisation's procedure for uncoupling vehicles correctly
- K10 how a multiple unit should be lined up correctly on the track before the units are uncoupled
- K11 your organisation's procedure for lowering body skirts and stowing couplers (where appropriate)
- K12 the types of faults that may arise during uncoupling and the actions you need to take to attempt to solve them
- K13 your organisation's procedure for reporting faults and problems
- K14 how to arrange the cab for safe and efficient operation
- K15 how to leave the vehicle cabs safe and secure

## [Unique Reference Number]

Coupling/forming tram/light rail units and uncoupling/separating tram/light rail units

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### Additional Information

#### Glossary

##### **Vehicle/unit**

One tram/light rail vehicle

##### **Multiple unit**

A set of vehicles which are coupled together to make one tram/light rail vehicle

## [Unique Reference Number]

### Coupling/forming tram/light rail units and uncoupling/separating tram/light rail units

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, couple, uncouple

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# [Unique Reference Number]

## Drive trams/light rail vehicles



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### Overview

This unit is about how you drive your vehicle. You should be able to drive your vehicle efficiently and safely, making sure your passengers are comfortable and safe. You should be able to drive on the different types of track on your route. You should know and understand your organisation's procedures for stopping at, and moving off from, stops.

This unit comprises of three elements:

1. **Drive the vehicle** is about driving your vehicle safely and efficiency
2. **Operate the vehicle at stops** is about how you operate your vehicle at normal stops
3. **Operate points** is about operating points on your route

This unit is for anyone who drives trams/light rail vehicles

# [Unique Reference Number]

## Drive trams/light rail vehicles

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### Performance criteria

*You must be able to:*

#### **Drive the vehicle**

- P1 make visual checks around your vehicle, using equipment as appropriate, so you can decide on the safety of your immediate environment
- P2 move off and stop smoothly and safely while considering your passengers and others
- P3 drive your vehicle in a way that does not put others at risk and make use of audible warning systems as appropriate
- P4 regulate the speed and position of your vehicle in a way that is appropriate to the current conditions and complies with relevant speed restrictions
- P5 respond to real and potential hazards in line with your organisation's procedures
- P6 make sure the correct route is selected either manually or electronically
- P7 respond correctly to signs and signals and carry out signalling procedures
- P8 meet all relevant legal requirements and your organisation's procedures relating to driving vehicles safely and efficiently
- P9 drive in a depot in line with your organisation's procedures

*You must be able to:*

#### **Operate the vehicle at stops**

- P10 stop the vehicle smoothly and safely
- P11 comply with regulations, signs, signals and directions relating to entering and exiting stops
- P12 take account of the safety of passengers, pedestrians and others when moving off or stopping
- P13 avoid potentially dangerous situations caused by other vehicles and obstacles
- P14 pick up and drop off passengers safely
- P15 comply with relevant legislation, and your organisation's procedures relating to carrying passengers

*You must be able to:*

#### **Operate points**

- P16 set points correctly, manually and/or electronically ensuring the safety of yourself and others

## [Unique Reference Number]

### Drive trams/light rail vehicles

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- P17 confirm points are set correctly by visual reading of indicators and/or the setting of the point blades
- P18 follow your organisation's procedures if points are not set correctly

# [Unique Reference Number]

## Drive trams/light rail vehicles

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### Knowledge and understanding

*You need to know and understand:*

#### **Drive the vehicle**

- K1 why it is important to drive your vehicle in a way that considers the needs of the passengers and others
- K2 how your driving style affects the comfort and safety of your passengers
- K3 how your driving style affects how efficiently the vehicle runs
- K4 relevant laws and your organisation's procedures relating to driving
- K5 the signs and signals and how you must respond to them in line with your organisation's procedures
- K6 the route you are driving, including speed restrictions and static, moving and environmental hazards
- K7 how to use the vehicle and lineside equipment in line with your organisation's procedures
- K8 how to drive on differing track conditions
- K9 how to drive in different weather conditions
- K10 how to maintain working schedules or timetables
- K11 the importance of the principles of line of sight when driving a tram/light rail vehicle
- K12 how to recognise and anticipate hazards and how to respond to them

*You need to know and understand:*

#### **Operate the vehicle at stops**

- K13 the relevant legislation and your organisation's procedures relating to moving off and stopping
- K14 the relevant legislation and your organisation's procedures relating to carrying passengers
- K15 how to recognise, and adapt to potentially dangerous situations relating to moving off or stopping
- K16 how to adapt your driving style to suit different passengers, particularly those with special needs, especially when moving off or stopping
- K17 speed regulations at stops
- K18 how to use equipment on your vehicle in line with your organisation's procedures
- K19 the regulations, signs, signals and directions relating to entering and exiting stops and how to respond to them in line with your organisation's procedures

## [Unique Reference Number]

### Drive trams/light rail vehicles

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K20 the effects of track condition and the weather when moving off or stopping

K21 the effects of static, moving and environmental hazards

*You need to know and understand:*

#### **Operate points**

K22 the different types of points on your route

K23 situations where you have to set points manually

K24 your organisation's procedures for setting and checking points manually and/or electronically

K25 your organisation's procedures if points are not set correctly

## [Unique Reference Number]

### Drive trams/light rail vehicles

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<b>Relevant occupations</b>	Transportation Operations and Maintenance
<b>Suite</b>	Tram and Light Rail Driving
<b>Key words</b>	Tram, Light Rail, Driving, Stopping, Starting, Points

# [Unique Reference Number]

## Drive trams/light rail vehicles on the highway



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### Overview

This is a single element unit about how you drive your vehicle on the highway. You should be able to drive your vehicle efficiently and safely, making sure your passengers are comfortable and safe and that other road users are safe.

This unit is for anyone who drives trams/light rail vehicles on the highway

## [Unique Reference Number]

### Drive trams/light rail vehicles on the highway

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#### Performance criteria

*You must be able to:*

- P1 make visual checks around your vehicle, using equipment as appropriate, so you can decide on the safety of your immediate environment
- P2 move off and stop smoothly and safely while considering your passengers and other road users
- P3 respond to the anticipated actions of other road users in a safe and polite way
- P4 give clear signals in good time
- P5 drive your vehicle in a way that minimises the risk to other road users
- P6 regulate the speed and position of your vehicle in a way that is appropriate to the current road and traffic conditions and complies with relevant speed restrictions
- P7 respond correctly to signs and signals
- P8 meet all the relevant legal requirements and your organisation's procedures relating to driving vehicles safely and efficiently



## [Unique Reference Number]

### Drive trams/light rail vehicles on the highway

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#### Knowledge and understanding

*You need to know and understand:*

- K1 how your driving style affects other road users
- K2 speed restrictions on sections of track through streets and the effects of cornering
- K3 how to use equipment on your vehicle in line with your organisation's procedures
- K4 hazards relating to driving in streets
- K5 the highway code
- K6 road traffic regulations relating to the operation of your vehicle
- K7 the effects of track and weather conditions
- K8 line of sight driving
- K9 the effects of static, moving and environmental hazards

## [Unique Reference Number]

### Drive trams/light rail vehicles on the highway

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, Driving, Highway

## [Unique Reference Number]

### Provide customer service in the tram/light rail industry



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#### Overview

This unit is about applying and understanding your organisation's policies and procedures on promoting customer care.

This unit comprises of two elements:

1. **Develop professional relationships with customers** is about dealing with passengers in a way that promotes their satisfaction with and confidence in your organisation
2. **Follow codes of dress and behaviour** is about following your organisation's codes for dress and behaviour.

This unit is for anyone who drives trams/light rail vehicles in passenger service

## [Unique Reference Number]

### Provide customer service in the tram/light rail industry

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#### Performance criteria

*You must be able to:*

#### **Develop professional relationships with customers**

- P1 acknowledge passengers promptly and politely
- P2 give passengers information that you are authorised to provide
- P3 refer passengers to an appropriate person if you do not have the knowledge or the authority to help them
- P4 follow your organisation's procedures for delivering customer service
- P5 give your organisation accurate and complete feedback from passengers that relates to your organisation
- P6 identify and tell the appropriate person about any difficulties that could affect passengers
- P7 deal with difficult passengers in line with your organisation's procedures
- P8 look after passengers with special requirements, in line with your organisation's procedures
- P9 deal with complaints effectively and, where appropriate tell passengers how they can find out about your organisation's complaints procedure

*You must be able to:*

#### **Follow codes of dress and behaviour**

- P10 be polite and helpful towards passengers and others
- P11 consistently follow the relevant code of dress and personal presentation
- P12 present a professional image to your passengers and others by behaving appropriately at all times

## [Unique Reference Number]

### Provide customer service in the tram/light rail industry

---

#### Knowledge and understanding

*You need to know and understand:*

#### **Develop professional relationships with customers**

- K1 your organisation's policy and procedures for delivering customer service
- K2 the limits of your own authority, knowledge and responsibility in matters relating to customer service
- K3 what customer service information will benefit, or is needed by, your organisation
- K4 the sorts of difficulties or problems that can arise when delivering customer service
- K5 the procedures for reporting customer service issues to other people in your organisation
- K6 how passengers can find out about and use your organisation's complaints procedure
- K7 how to deal with possible problems in situations where you cannot accept passengers
- K8 how to deal with difficult passengers
- K9 how to deal with passengers with special requirements

*You need to know and understand:*

#### **Follow codes of dress and behaviour**

- K10 the relevant codes of dress, appearance and behaviour
- K11 why it is important to have and follow codes of appearance and behaviour
- K12 how to recognise opportunities to improve the service you give passengers
- K13 how to deal with difficulties in meeting codes of dress and behaviour

## [Unique Reference Number]

Provide customer service in the tram/light rail industry

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### Additional Information

#### Glossary

##### **Passengers with special requirements**

Includes passengers who have special needs as well as passengers with specific requirements, for example passengers with young children or heavy shopping

## [Unique Reference Number]

Provide customer service in the tram/light rail industry

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**Original URN** GSKTLR08

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, Customer Service

## [Unique Reference Number]

# Respond to abnormal working conditions during tram/light rail operations



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### Overview

This unit is about dealing with faults affecting vehicles and operational difficulties arising from abnormal working situations (such as failure of fixed equipment or infrastructure, fires, incidents, accidents or weather conditions). This must be done safely and effectively. Effective communication and reporting are important features of this unit.

This unit comprises of three elements:

1. **Respond to faults and failures** is about dealing with faults and failures in infrastructure and vehicles
2. **Respond to hazards** is about dealing with hazards other than those relating to general driving
3. **Deal with emergencies** is about dealing with emergencies and keeping passengers safe if they are on your tram/light rail vehicle.

This unit is for anyone who drives trams/light rail vehicles



## [Unique Reference Number]

### Respond to abnormal working conditions during tram/light rail operations

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#### Performance criteria

*You must be able to:*

#### **Respond to faults and failures**

- P1 accurately identify faults and failures in vehicle and infrastructure systems and equipment
- P2 stop the vehicle at a safe location if necessary
- P3 contain the problem and protect the vehicle to keep the risk of accident or incident as low as possible
- P4 report, accurately and as soon as possible any faults and failures, and the correct location of the vehicle, and get help if appropriate
- P5 correctly follow instructions from relevant people to put right faults and failures
- P6 put right faults and failures within the limits of your own authority

*You must be able to:*

#### **Respond to hazards**

- P7 deal safely and effectively with signalling irregularities, in line with your organisation's procedures
- P8 deal safely and effectively with points and route direction indicator irregularities, according to your organisation's procedures
- P9 report hazards accurately and in good time
- P10 follow your organisation's hazard drill correctly
- P11 use hazard warning devices when necessary
- P12 stop the vehicle in a safe location, if possible, and follow your organisation's procedures to contain the incident and minimise the risks to others
- P13 report the location of an incident accurately and in good time

*You must be able to:*

#### **Deal with emergencies**

- P14 stop the vehicle as soon as possible in a safe place when an emergency is identified
- P15 follow your organisation's procedures correctly in case of derailment, dewirement, collision or fire
- P16 deal effectively with suspect packages in line with your organisation's procedures to protect the safety of your passengers, other people and the vehicle
- P17 contain the risk and minimise the effect the emergency has on others

## [Unique Reference Number]

### Respond to abnormal working conditions during tram/light rail operations

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- P18 report the location of an emergency, accurately and promptly in line with your organisation's procedures and when appropriate, liaise effectively with the police and emergency services
- P19 isolate the vehicle in an emergency and make it safe, electrically and mechanically
- P20 evacuate the vehicle safely, if necessary, in the event of an emergency
- P21 take appropriate safety precautions when incidents involve hazardous substances, for example, dangerous dust, vapours, liquids, chemicals, body fluids etc
- P22 give priority, in an emergency, to the health and safety of passengers and others, and make sure your actions or omissions do not put them at risk
- P23 complete emergency reports, as required by your organisation

## [Unique Reference Number]

### Respond to abnormal working conditions during tram/light rail operations

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#### Knowledge and understanding

*You need to know and understand:*

#### **Respond to faults and failures**

- K1 your organisation's procedures for dealing with faults and failures in vehicles and infrastructure systems and equipment
- K2 the types of faults and failures that could occur in vehicles and infrastructure systems and equipment
- K3 what constitutes a safe place to stop
- K4 how to contain problems, protect the vehicle and avoid further incident or the possibility of an accident
- K5 the limits of your own authority when putting right faults and failures
- K6 your organisation's procedures for reporting faults and failures

*You need to know and understand:*

#### **Respond to hazards**

- K7 what a signalling irregularity is
- K8 what a point or route direction indicator irregularity is
- K9 how to identify hazards
- K10 what actions need to be taken when approaching a hazard
- K11 the warning systems and methods that are available and how you should use them
- K12 what constitutes a safe place to stop
- K13 how to identify the location of an incident
- K14 the limits of your own authority when dealing with an incident

*You need to know and understand:*

#### **Deal with emergencies**

- K15 how to identify and report an emergency
- K16 your organisation's procedures for dealing with emergencies including derailments, dewirements, collisions and fire
- K17 your organisation's procedures for dealing with suspect packages
- K18 how to contain and minimise the risk of danger to others
- K19 how to identify the location of an emergency
- K20 how to isolate the vehicle in an emergency and make sure that it is safe electrically and mechanically
- K21 how to evacuate the vehicle
- K22 your organisation's procedures for alerting the police and emergency services and liaising with them
- K23 how to identify hazardous substances using Hazchem symbols and other identification methods

## **[Unique Reference Number]**

### Respond to abnormal working conditions during tram/light rail operations

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- K24 how to make sure that your actions or omissions do not put others in danger
- K25 your organisation's procedures for completing reports of emergencies

## [Unique Reference Number]

# Respond to abnormal working conditions during tram/light rail operations

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## Additional Information

### Glossary

#### **Abnormal working situations**

Unusual/unplanned events involving hazards additional to the situations working environment. Also known as degraded or out of course situations

#### **Accident**

An unplanned, uncontrolled event, which has led to injury to persons or damage to vehicles and equipment or some other loss

#### **Collision**

The unplanned, uncontrolled coming together of two objects that may or may not incur injury to persons or damage to vehicles and equipment, or some other loss

#### **Hazard**

Something with the potential to cause harm (this can include articles, substances, plant or machines, methods of work, the working environment and other aspects of work organisation)

#### **Incident**

An unplanned, uncontrolled event, which could have led to injury to persons or damage to vehicles and equipment, or some other loss

#### **Risk**

The likelihood of potential harm from a hazard. The extent of risk will depend on; the likelihood of that harm occurring, the potential severity of that harm and the population which might be effected by the hazard

## [Unique Reference Number]

Respond to abnormal working conditions during tram/light rail operations

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**Developed by** People 1st

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, Health and safety, Emergencies, Hazard, Risk, Incident

# [Unique Reference Number] Recover trams/light rail vehicles



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## Overview

This unit is about taking part in a tram/light rail vehicle recovery. You should be able to communicate with others who are involved in recovering the vehicle, and also with passengers who may be on the vehicle to be recovered. You should know and understand your organisation's procedures relating to recovering a tram/light rail vehicle.

This unit comprises of three elements:

1. **Maintain health and safety when recovering trams/light rail vehicles** is about maintaining a healthy and safe environment when recovering trams/light rail vehicles
2. **Implement procedures for recovering trams/light rail vehicles** is about taking part in a tram/light rail vehicle recovery
3. **Tow or propel trams/light rail vehicles** is about towing or propelling trams/light rail vehicles

This unit is for anyone who drives trams/light rail vehicles

# [Unique Reference Number]

## Recover trams/light rail vehicles

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### Performance criteria

*You must be able to:*

#### **Maintain health and safety when recovering trams/light rail vehicles**

- P1 assess the condition of the vehicle and report the fault(s) accurately
- P2 protect the vehicle, in line with your organisation's procedures, to avoid the possibility of an accident or further incident
- P3 confirm that you have authority to implement vehicle recovery
- P4 confirm that support staff have been called to help and, if appropriate, the police and emergency services have been contacted
- P5 make sure passengers are safe and follow instructions for their evacuation or recovery, as appropriate
- P6 wear appropriate health and safety clothing
- P7 follow your organisation's health and safety procedures

*You must be able to:*

#### **Implement procedures for recovering trams/light rail vehicles**

- P8 communicate with other drivers and relevant staff and, if appropriate, the police and emergency services helping to recover the vehicle
- P9 act in line with your organisation's procedure for recovering vehicles
- P10 help to prepare the vehicle for its safe recovery
- P11 follow instructions correctly, from relevant staff, to help with the mechanical/electrical coupling of the recovery vehicle to the failed vehicle
- P12 make sure that all relevant safety checks are made once the units have been coupled together

*You must be able to:*

#### **Tow or propel trams/light rail vehicles**

- P13 check that communication equipment and methods between drivers in both failed and recovery vehicles are operational
- P14 make sure that you have permission to drive the coupled vehicles before moving the vehicles
- P15 understand and follow instructions and your organisation's procedures for safe recovery
- P16 tow or propel the coupled vehicles in line with your organisation's procedures
- P17 respond correctly to all signs and signals



# [Unique Reference Number]

## Recover trams/light rail vehicles

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### Knowledge and understanding

*You need to know and understand:*

#### **Maintain health and safety when recovering trams/light rail vehicles**

- K1 your organisation's procedures for recovering vehicles
- K2 the relevant people within your organisation who may be involved in recovering vehicles
- K3 how to make sure passengers are safe
- K4 how to evacuate passengers to a safe place
- K5 what health and safety clothing you need in line with your organisation's procedures
- K6 your organisation's procedures for getting passengers off the vehicle, making sure the failed vehicle and recovering vehicles are safe
- K7 your organisation's procedures for communicating with the police and emergency services

*You need to know and understand:*

#### **Implement procedures for recovering trams/light rail vehicles**

- K8 your organisation's procedures for recovering vehicles
- K9 who within your organisation may be involved in recovering vehicles
- K10 your organisation's methods and lines of communication and the importance of clear and effective communication when recovering vehicles
- K11 your organisation's procedures for communicating with the police and emergency services

*You need to know and understand:*

#### **Tow or propel trams/light rail vehicles**

- K12 your organisation's methods of communication
- K13 how to tow and propel a coupled set of trams/light rail vehicles and be aware of all the risks involved
- K14 your organisation's procedures for safely recovering vehicles

# [Unique Reference Number]

## Recover trams/light rail vehicles

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**Developed by** People 1st

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**Original URN** GSKTLR10

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light rail, recovery, incidents, emergencies

## [Unique Reference Number]

# Operate current collection equipment on trams/light rail vehicles



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### Overview

This is a single element unit about dealing with the current collection equipment that is fitted to your vehicle to maintain a connection with the overhead power lines. You should be able to carry out both routine and non-routine operation of the current collection equipment. You should know and understand your organisation's procedures relating to current collection equipment.

This unit is for anyone who drives trams/light rail vehicles of a heritage nature or similar, or uses multiple current collection systems

## [Unique Reference Number]

### Operate current collection equipment on trams/light rail vehicles

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#### Performance criteria

*You must be able to:*

- P1 complete checks of the current collection equipment, in line with your organisation's procedures, when leaving the depot or taking over a vehicle
- P2 make sure current collection equipment is connected to the overhead power line correctly, in line with your organisation's procedures
- P3 move current collection equipment from one overhead power line to another, in line with your organisation's procedures
- P4 make sure current collection equipment is connected to the overhead power lines correctly according to the direction of travel
- P5 report any failures with current collection equipment in line with your organisation's procedures

## [Unique Reference Number]

### Operate current collection equipment on trams/light rail vehicles

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#### Knowledge and understanding

*You need to know and understand:*

- K1 your organisation's procedures relating to current collection equipment
- K2 health and safety regulations that apply to current collection equipment
- K3 your organisation's procedures for changing direction of travel

## [Unique Reference Number]

Operate current collection equipment on trams/light rail vehicles

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, Collection Equipment, Overhead line

# [Unique Reference Number]

## Hand over and stable trams/light rail vehicles



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### Overview

This unit is about handing over and stabling vehicles. You should understand the importance of communicating information to colleagues when handing over and securing vehicles. You should be able to hand over vehicles that are in service and take vehicles out of service. Information can include vehicle details and other safety and operational information.

This unit comprises of two elements:

1. **Handover of trams/light rail vehicles in service** is about handing over a tram/light rail vehicle in service
2. **Stable trams/light rail vehicles** is about taking a tram/light rail vehicle out of service at the end of the day

This unit is for anyone who drives trams/light rail vehicles

# [Unique Reference Number]

## Hand over and stable trams/light rail vehicles

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### Performance criteria

*You must be able to:*

#### **Handover of trams/light rail vehicles in service**

- P1 hand over the vehicle in line with your organisation's procedures
- P2 leave the driver's cab in a safe and clean condition
- P3 deal with lost property, including suspect packages, in line with your organisation's procedures
- P4 report damage or defects to the vehicle to the new driver, in line with your organisation's procedures
- P5 complete all documents relating to your duty clearly, in the timescales set by your organisation

*You must be able to:*

#### **Stable trams/light rail vehicles**

- P6 stable the vehicle in line with your organisation's procedures
- P7 leave the driver's cab in a safe and clean condition
- P8 deal with lost property, including suspect packages, in line with your organisation's procedures
- P9 report damage or defects to the vehicle, in line with your organisation's procedures
- P10 present the vehicle for cleaning or servicing, in line with your organisation's procedures
- P11 complete clearly, all documents relating to your duty, in line with your organisation's procedures
- P12 position vehicle correctly in the appropriate berth
- P13 comply with your organisation's procedures for stabling the vehicle
- P14 report, when necessary, the location and position of the vehicle, in line with your organisation's procedures



# [Unique Reference Number]

## Hand over and stable trams/light rail vehicles

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### Knowledge and understanding

*You need to know and understand:*

#### **Handover of trams/light rail vehicles in service**

- K1 the information you should give to the driver taking over your vehicle in line with your organisation's procedures
- K2 your organisation's procedures relating to handover of vehicles in service
- K3 the lines and methods of effective communication within your organisation
- K4 the handover documents to be completed in line with your organisation's procedures
- K5 your organisation's procedures relating to lost property and suspect packages

*You need to know and understand:*

#### **Stable trams/light rail vehicles**

- K6 your organisation's procedures relating to the positioning and stabling of vehicles
- K7 your organisation's procedures relating to lost property and suspect packages

# [Unique Reference Number]

Hand over and stable trams/light rail vehicles

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## Additional Information

### Glossary

#### Stabling

Parking the vehicle safely and leaving it unattended

## [Unique Reference Number]

### Hand over and stable trams/light rail vehicles

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**Relevant occupations** Transportation Operations and Maintenance

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**Suite** Tram and Light Rail Driving

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**Key words** Tram, Light Rail, handover