

## [Unique Reference Number]

# Deal with incidents, accidents and emergencies during a Tram journey



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### Overview

This standard is about dealing with incidents, accidents and emergencies during a Tram journey. It is about being able to take action to deal with emergencies, incidents or accidents. The action you take must be in line with your organisation's procedures or guidelines and must always be within your ability and authority. In situations outside your ability or authority you should know where and how to get help from, for example, the emergency services. You will also be able to report details of emergencies, incidents or accidents and any action you have taken.

This standard is for anyone who drives a Tram vehicle.

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#### Performance criteria

*You must be able to:*

- P1 identify and access **information** relating to the situation
- P2 take **action** to deal with **incidents, accidents and emergencies** in line with your organisation's procedures
- P3 make sure the action you plan to take, wherever possible, meets your organisation's procedures
- P4 provide reassurance to customers, when appropriate to do so
- P5 report details of incidents, accidents and emergencies in line with your organisation's procedures

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the difference between an incident, accident and emergency
- K2 the types of **incidents, accidents and emergencies** that may happened during a Tram journey
- K3 the actions you are authorised to take in the event of an incident, accident and emergencies
- K4 your organisation's procedures for dealing with and reporting incidents, accidents and emergencies

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#### Additional Information

##### Scope related to performance criteria

P1 **information** may include; witness testimony, visual inspection.  
P2 **Action** may include; evacuation from a given area, raising the alarm, calling the emergency services, locating equipment (fire extinguisher, first aid box, onboard defibrillator, additional PPE (Personal Protective Equipment), isolation of an area, using warning systems and signals (bell, whistle, lights, radio, mobile phone, hand/arm), locating a position of safety/assembly point), completing an incident form. **Incidents, accidents and emergencies** may include, 'near-miss', derailment, collision, dewirement, fire, smoke, fumes, explosion, medical (illness, death), security threat, unclaimed baggage, stolen property, customer behaviour (e.g. conflict), extreme weather, entrapment, slip, fall.

##### Scope related to knowledge criteria

K6 **Incidents, accidents and emergencies** may include, 'near-miss', derailment, collision, dewirement, fire, smoke, fumes, explosion, medical (illness, death), security threat, unclaimed baggage, stolen property, customer behaviour (e.g. conflict), extreme weather, entrapment, slip, fall.

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