



Australian Government

Department of Education, Employment and Workplace Relations

TLIF4061A Respond to electric tram-driving emergencies and abnormal situations

Release: 1

TLIF4061A Respond to electric tram-driving emergencies and abnormal situations

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to respond to emergencies and abnormal situations when driving an electric tram in accordance with regulatory requirements and workplace procedures. It includes identifying and responding to emergency and abnormal situations; arranging follow-on support and assistance; and communicating with staff and passengers in accordance with workplace procedures and relevant regulatory requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines, as well as relevant road rules and tramway regulatory requirements of the states/territories concerned.

Work is performed under minimal supervision, generally within a team environment. It involves the application of routine operational principles and procedures to respond to electric tram-driving emergencies and abnormal situations as part of workplace activities across a variety of operational contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

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| 1 Identify emergency or abnormal situation | <ul style="list-style-type: none">1.1 Emergency, potential emergency or abnormal electric tram-driving situation is promptly identified and assessed and needs are prioritised in accordance with the workplace emergency response plan/procedures1.2 Implications of the emergency, potential emergency or abnormal electric tram-driving situation are evaluated in accordance with workplace requirements1.3 Options for reporting the situation and/or taking action are considered in accordance with workplace procedures and regulatory requirements1.4 Relevant personnel are alerted to the emergency, potential emergency or abnormal situation as required within workplace operating and emergency procedures and plans1.5 Communications are maintained with relevant personnel to determine appropriate course of action |
| 2 Respond to emergency or abnormal situations | <ul style="list-style-type: none">2.1 Response to emergency, potential emergency or abnormal situation is in accordance with workplace procedures, received instructions, regulatory requirements and emergency response plan where relevant2.2 Safety incidents and emergencies are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care2.3 Responsibilities are fulfilled in accordance with the workplace emergency response plan and code/regulatory requirements2.4 Assistance is provided in controlling the site both prior to and following arrival of emergency services2.5 In the case of an emergency, assistance is provided to other staff and emergency service personnel conducting an initial survey of the scene2.6 Directions of the controlling emergency authority are followed and all possible assistance is provided in response to those directions2.7 Incident reports are completed accurately in accordance with regulatory and workplace procedures |
| 3 Arrange follow-on support and assistance | <ul style="list-style-type: none">3.1 In the case of accidents or illnesses, medical assistance and support is arranged as required in accordance with workplace procedures3.2 First aid is provided pending the arrival of medical assistance within limits of responsibility and competence in accordance with workplace procedures |
| 4 Communicate with staff and passengers | <ul style="list-style-type: none">4.1 Staff and passengers are provided with relevant, appropriate and timely advice on abnormal and emergency situations4.2 Instructions are provided to relevant personnel and/or passengers in accordance with workplace procedures and |

ELEMENT**PERFORMANCE CRITERIA**

consistent with the nature of the abnormal situation or emergency

4.3 Where applicable, evacuation procedures for personnel and/or customers are explained and/or demonstrated in accordance with workplace procedures

4.4 Customer service and safety needs arising from abnormal situations and emergency situations are identified and acted upon in accordance with regulatory and workplace requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant state/territory roads and traffic authority and tramway operating procedures
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures for responding to electric tram-driving abnormal situations and emergencies
- Focus of operation of work systems, equipment, management and site operating systems when responding to electric tram-driving abnormal situations and emergencies
- Problems that may occur when responding to electric tram-driving abnormal situations and emergencies, and action that can be taken to resolve the problems
- Relevant documentation and reporting requirements
- Hazards that may occur in transport and allied industries that can lead to emergency situations, and related hazard control strategies
- Electric tram knowledge may include: monitoring devices, braking and drive equipment, ancillary systems and signalling systems
- Procedures for operating any electronic communications equipment with required protocol
- Fatigue management knowledge and techniques including: causes and effects of fatigue; strategies to manage fatigue; factors which increase fatigue-related accidents; and lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when responding to electric tram-driving emergencies and abnormal situations

Required skills:

- Read and interpret instructions, procedures and information relevant to identifying and responding to electric tram-driving abnormal situations and emergencies
- Identify hazards and abnormal situations related to electric tram operations and take appropriate action
- Complete required documentation and reports
- Work collaboratively with others when responding to electric tram-driving abnormal situations and emergencies
- Modify activities depending on differing workplace contexts, risk situations and environments
- Identify and solve and/or report problems that arise when identifying and responding to electric tram-driving abnormal situations and emergencies
- Follow emergency response plan and procedures
- Provide first aid within limits of responsibility and competence
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Adapt to differences in electric trams and ancillary equipment
- Select and use relevant communications and other equipment required when identifying and responding to electric tram-driving abnormal situations and emergencies
- Apply fatigue management knowledge and techniques

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment,

EVIDENCE GUIDE

and/or

- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

EVIDENCE GUIDE

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:

- by day or night in all relevant weather conditions

Electric trams include all electric trams in service within Australian transport systems and may include:

- hand-operated or foot pedal control systems or both

Emergency situations may include:

- collision
- derailments
- customer emergency
- suicide on the track or road
- passenger behavioural issues
- chemical spills
- fire and explosion
- bomb threats

Abnormal situations may include:

- technology failure
- wheel slip and uncontrolled slide
- traffic signals in stop mode
- assault on passengers or personnel
- brawls between passengers
- false alarm
- passenger initiated alarm
- obstructions
- extreme weather conditions (e.g. heat, storm, ice, etc.)

RANGE STATEMENT

- passenger caught in self-closing doors
- pedestrians crossing the track
- illness
- incorrect information or failure in communications

RANGE STATEMENT

Hazards that may occur in tramway transport that can lead to emergency situations may include:	• sudden and unexpected movement • infectious and contagious diseases • dehydration in extreme weather conditions • self-closing doors • sharp objects • syringes and drugs • contact with human and biological waste • faulty or out of specification track • faulty rolling stock or electric trams
Relevant personnel can include:	• tram controllers • tram examiners • maintenance personnel • those providing operational assistance
Consultative processes may involve:	• other employees, supervisors and managers • emergency services • affected customers • official representatives • relevant authorities and institutions • union representatives • industrial relations and OH&S specialists
Communication in the work area may include:	• phone • radio • fax • email • internet • oral, aural or signed communications
Emergency services may include:	• fire brigade • police • ambulance • medical services • rescue services • security services
Personal protective equipment may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Depending on the organisation concerned workplace procedures	• standard operating procedures • company procedures

RANGE STATEMENT

may be called:

- enterprise procedures
- organisational procedures
- established procedures

Information and documents may include:

- relevant tramways regulatory requirements applicable to emergencies and abnormal situations that may occur during an electric tram journey
- workplace procedures and policies for the management of electric tram abnormal situations and emergencies, including the relevant emergency response plan where applicable
- operations manuals, job specifications and induction documentation including first aid manual
- emergency procedures
- communication equipment procedures and protocols
- equipment operation manuals and maintenance specifications
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable legislation, regulations and codes may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory road rules and tramway codes of practice
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

F - Safety Management