



# **Safeworking**

## **Mentor's Q&A**

***(Generic Version)***

### **Version 1**

June, 2011

## IMPORTANT NOTICE

This booklet is one of a series of generic training and assessment templates developed by the Association of Tourist & Heritage Rail Australia Inc (ATHRA) as guides for heritage railway operators seeking to develop or upgrade their local training and assessment resources.

This booklet and others in the series are not intended to be training resources in their own right but rather to be suitably customised, embellished and adapted by railway operators to match the specific context of their own railway, e.g. types of locomotives, rollingstock and associated equipment, the track layout and infrastructure, the local standard procedures and rules, the safety management and safeworking systems, the railway organisational structure, and the roles and functions of personnel in the railway, etc.

Railway operators seeking to use this booklet and others in the series should initially refer to the ***ATHRA Customisation Guidelines Booklet*** which provides important information on how the generic templates should be used.

### Disclaimer

The information contained herein is made available by the Association of Tourist & Heritage Rail Australia Inc (ATHRA) as part of a set of ***generic training and assessment templates*** for use by individual heritage railway operators.

It is intended that heritage railway operators will be able to create their own local training resources by suitably modifying, embellishing and customising the generic templates to meet their own requirements.

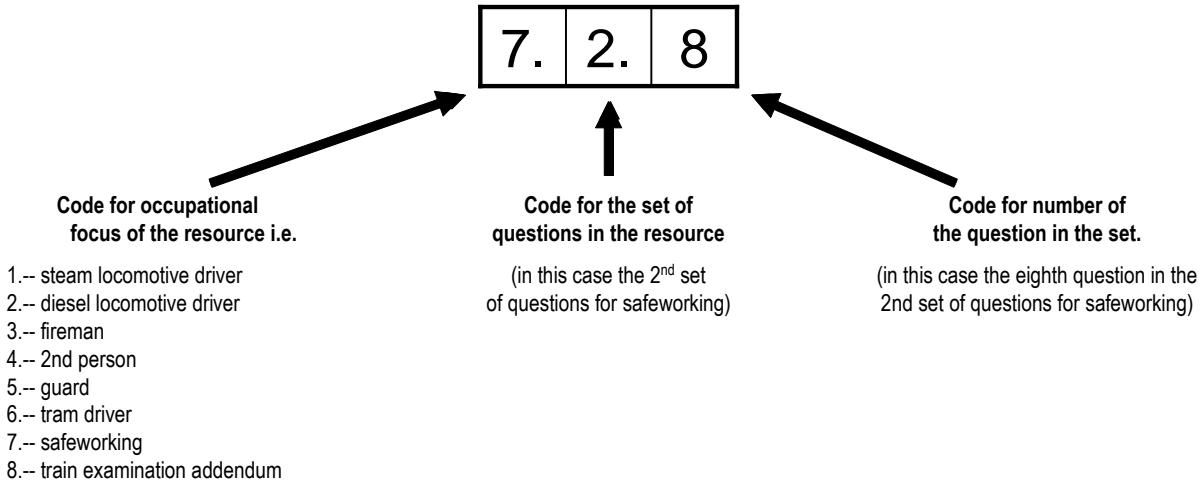
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# NOTES

## CODING SCHEME FOR THE ATHRA RESOURCES

The coding scheme for the ATHRA Resources is as follows:



## CUSTOMISATION OF QUESTIONS AND ANSWERS IN THE 'MENTOR'S Q&A'

As explained in the ATHRA Customisation Guidelines, this **Knowledge Checklist** and related **Mentors Q&A** are generic documents designed to be customized and adapted, if necessary, by local heritage railway or tramways to match their own railway or tramway configuration, equipment, procedures, safety management systems, etc. Questions in the booklet and related sample responses in the **Mentor's Q&A** may be modified by updating the content of the existing templates to incorporate appropriate information about the railway's or tramway's own operating system, equipment, road, procedures, safety management system, etc. This may involve appropriate alteration to existing questions or the insertion of additional suitable questions.

To aid in the addition of questions, if needed, a blank row has been provided at the end of each set of questions in the generic checklist and Q&A. The following is a step-by-step process to incorporate any additional questions:

1. Using the mouse, select the blank row
2. In the 'TABLE' drop down menu at the top of the document select 'Insert'
3. Click on 'Insert rows below'
4. Repeat as many times as necessary until you have sufficient rows for the additional questions (including the original blank row in the generic document)
5. Insert the text for each of the additional questions
6. Insert the codes of the additional questions as per the coding scheme for the ATHRA training and assessment resources
7. Make sure there are matching questions and sample responses with the same code in both the **Knowledge Checklist** and the **Mentor's Q&A Booklet**

## Question Set 7.1 Safeworking and general safety duties and responsibilities

QUESTION	SAMPLE RESPONSE
<p>Q7.1.1</p> <p>What are the key ways in which rail workers fulfil their <b>safeworking and safety duties</b> when working on a railway or tramway?</p>	<ul style="list-style-type: none"> <li>• Complying with and implementing the <b>safeworking system</b> of the railway or tramway concerned, as it relates to their job role, and in particular: <ul style="list-style-type: none"> <li>– implementing the staff and ticket or other safeworking system used on the railway or tramway,</li> <li>– following procedures related to level crossings,</li> <li>– safe practices when shunting,</li> <li>– securing of trains or trams,</li> <li>– following procedures for train crossover on single tracks,</li> <li>– interpreting and applying indications on fixed signals, point stand indicators, check points and track side signs,</li> <li>– giving and interpreting hand signals,</li> <li>– interpreting and applying train or tram signals,</li> <li>– interpreting and applying audible signals,</li> <li>– train or tram failure procedures,</li> <li>– accident procedures, and</li> <li>– procedures in the event of illness (of personnel or passengers) during a train or tram journey,</li> </ul> </li> <li>• Performing <b>general safety duties</b> involved the day-to-day implementation of safe working practices that help people (1) protect their own lives; (2) protect the lives of others and the public, and (3) prevent accidents, including: <ul style="list-style-type: none"> <li>– maintaining situational awareness,</li> <li>– practising occupational health and safety,</li> <li>– ensuring fitness for duty,</li> <li>– fatigue management,</li> <li>– basic first aid,</li> <li>– following rules for riding on locomotives,</li> <li>– reporting of incidents,</li> <li>– reporting of defects,</li> <li>– practising safety awareness in hazardous areas, points, points levers and points indicators,</li> <li>– procedures for a fire emergency on a train or tram,</li> <li>– fire extinguishers (location, procedures for use),</li> <li>– emergency procedures for a train or tram, and</li> <li>– evacuation procedures for a train or tram.</li> </ul> </li> <li>• <b>Communicating</b> effectively on safety-critical matters, including: speaking, listening, reading documents and signs, writing, non-verbal communication (hand signals, flags, lights, whistles, buzzers, gongs, detonators, etc.)</li> </ul>

<p>Q7.1.2</p> <p>Describe the <b>safeworking system</b> as it applies to you in your role on the railway or tramway?</p>	<ul style="list-style-type: none"> <li>• Candidate's response should paraphrase the railway or tramway operator's safeworking system as it applies to his/her role on the railway or tramway concerned.</li> </ul>
<p>Q7.1.3</p> <p>Describe six duties that you can perform in your role on the railway or tramway that contribute to <b>general safety</b></p>	<ul style="list-style-type: none"> <li>• Candidates should identify and describe six duties that they can perform in their role on the railway that will contribute to general safety on the railway or tramway.</li> <li>• This may include a description of such duties as: <ul style="list-style-type: none"> <li>– maintaining situational awareness,</li> <li>– ensuring fitness for duty,</li> <li>– practising fatigue management,</li> <li>– providing first aid (basic first aid procedures),</li> <li>– following rules for riding on locomotives,</li> <li>– reporting safety incidents,</li> <li>– reporting defects,</li> <li>– maintaining safety awareness in hazardous areas,</li> <li>– correctly operating and resetting points, points levers and points indicators (where authorised),</li> <li>– practising procedures for a fire emergency on a train or tram,</li> <li>– identifying and using fire extinguishers (location, procedures for use),</li> <li>– practising emergency procedures for a train or tram, and</li> <li>– practising evacuation procedures for a train or tram.</li> </ul> </li> </ul>
<p>Q7.1.4</p> <p>Give four ways in which effective <b>communication</b> can contribute to safety in railway or tramway operations?</p>	<ul style="list-style-type: none"> <li>• Candidates should identify and describe six methods of communication that can contribute to safety in railway or tramway operations.</li> <li>• This may include : <ul style="list-style-type: none"> <li>– <b>verbal</b> (giving and receiving instructions, making announcements, answering queries, etc.)</li> <li>– <b>listening</b> and interpreting (instructions, questions, audible signals, whistles, buzzers, gongs, detonators, etc.)</li> <li>– <b>reading</b> and interpreting <u>documents</u> (written instructions, standard procedures, safeworking rules, timetables, notices, etc.)</li> <li>– <b>writing</b> (completing paperwork, completing incident reports, completing a train or tram log, filling in forms, etc.)</li> <li>– <b>non-verbal</b> communication (using and interpreting hand signals, flags, lights, whistles, buzzers, gongs, detonators, etc.)</li> <li>– reading and interpreting <b>signs</b> (speed signs, access signs, warning signs, safety signs, etc.)</li> </ul> </li> </ul>

<p>Q7.1.5</p> <p>Describe <b>four responsibilities</b> you have in your work on the railway or tramway related to rail safety and safeworking requirements and regulations?</p>	<ul style="list-style-type: none"> <li>• Candidates should identify and describe four responsibilities they have in their work on the railway or tramway related to rail safety and safeworking requirements and regulations.</li> <li>• This may include such responsibilities as: <ul style="list-style-type: none"> <li>– practising safeworking requirements when required to walk or work on or near the track,</li> <li>– following staff and ticket safeworking procedures,</li> <li>– lifting heavy loads safely,</li> <li>– taking due care when climbing on and off locomotives, trams and railway or tramway vehicles,</li> <li>– taking due care when working at heights,</li> <li>– taking due care when working in confined spaces,</li> <li>– taking due care when working near hot surfaces and steam,</li> <li>– wearing required personal protective clothing,</li> <li>– observing and responding correctly to fixed signals, point stand indicators, check points, track side signs and level crossings,</li> <li>– following safeworking rules when traversing level crossings on a train,</li> <li>– reporting safety incidents, and</li> <li>– reporting defects.</li> </ul> </li> </ul>
<p>Q7.1.6</p> <p>Give three examples of <b>hazards</b> that exist when working in a heritage railway or tramway environment.</p>	<p>Dependent on the role of the candidate in the railway or tramway, examples of possible responses include:</p> <ul style="list-style-type: none"> <li>• Falling from heights</li> <li>• Working in confined spaces</li> <li>• Working under wires</li> <li>• Road traffic (in case of trams)</li> <li>• Chemicals</li> <li>• Asbestos</li> <li>• Fire irons</li> <li>• Hot surfaces</li> <li>• Scalding</li> <li>• Moving work platform</li> <li>• Oil spills on floors</li> <li>• Dehydration and fatigue</li> <li>• Noise</li> <li>• Flashbacks</li> <li>• Working with electric lights and power</li> </ul>

<p>Q7.1.7</p> <p>Give two examples of <b>risk management strategies</b> to control hazards when working in a heritage railway or tramway environment.</p>	<p>Dependent on the role of the candidate in the railway or tramway, examples of possible responses include:</p> <ul style="list-style-type: none"> <li>• Ensuring public safety</li> <li>• Using personal protective equipment (PPE)</li> <li>• Using fire extinguishers and water hoses to control fire emergencies</li> <li>• Taking required precautions when using oil as the locomotive fuel (where applicable)</li> <li>• Following the railway's or tramway's established risk management procedures.</li> </ul>
<p>Q7.1.8</p> <p><i>Blank for additional question</i></p>	<ul style="list-style-type: none"> <li>•</li> </ul>

## Question Set 7.2 General safety and safety zones

QUESTION	SAMPLE RESPONSE
<p>Q7.2.1</p> <p>Describe your railway's or tramway's policies and requirements concerning <b>'fitness for duty'</b>?</p>	<ul style="list-style-type: none"> <li>• Candidates should describe the policies and requirements of their rail operator concerning their responsibility to be 'fit for duty' when working on the railway or tramway.</li> </ul>
<p>Q7.2.2</p> <p>What should you do if are scheduled to commence a shift on the railway or tramway and you have had a few drinks and have a low <b>blood alcohol level</b> of say 0.01%?</p>	<ul style="list-style-type: none"> <li>• I must not report for duty or continue working in my role on the railway or tramway.</li> <li>• Persons in designated occupations are prohibited from reporting for duty or remaining on duty if they have a blood alcohol level greater than zero,</li> </ul>
<p>Q7.2.3</p> <p>What should you do if are scheduled to commence a shift on the railway or tramway and you are taking a <b>prescription drug</b> and feel a bit strange?</p>	<ul style="list-style-type: none"> <li>• I must not report for duty or continue working in my role on the railway or tramway.</li> <li>• Persons in designated occupations are prohibited from reporting for duty or remaining on duty if they are under the influence of any other drug that impairs ability or interferes with a person's ability to perform their duties safely, regardless of whether the drug is prescribed or an over the counter medication,</li> </ul>
<p>Q7.2.4</p> <p>What should you do if are scheduled to commence a shift on the railway or tramway and you are <b>tired</b> from lack of sleep?</p>	<ul style="list-style-type: none"> <li>• I must not report for duty or continue working in my role on the railway or tramway.</li> <li>• Persons in designated occupations are prohibited from reporting for duty or remaining on duty if they have any symptoms of fatigue,</li> </ul>

<p>Q7.2.5</p> <p>What should you do if a colleague is scheduled to <b>take over</b> from you in your role at the railway or tramway but you notice they appear to be sleepy, drunk or under the influence of drugs?</p>	<ul style="list-style-type: none"> <li>• By law persons that are ‘unfit for duty’ under any of these classifications must <b>NOT</b> report for duty or remain on duty.</li> <li>• Railway or tramway operators also require that persons in any capacity on their railway or tramway <b>must not</b> give up duty to a person where there is any suspicion that such a person has a blood alcohol level that exceeds zero or may be impaired by a drug.</li> <li>• In such circumstances, the designated senior personnel must be advised immediately.</li> </ul>
<p>Q7.2.6</p> <p>Describe six of the factors that may contribute to <b>fatigue</b> in the workplace?</p>	<ul style="list-style-type: none"> <li>• Candidates should describe six factors that may contribute to fatigue in the workplace.</li> <li>• This may include: <ul style="list-style-type: none"> <li>– <u>work demand factors</u> such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks),</li> <li>– <u>organisational factors</u> such as: work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work,</li> <li>– <u>lifestyle factors</u> such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends,</li> <li>– <u>working multiple jobs</u>, and</li> <li>– <u>personal or biological factors</u> such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, or inadequate competence to complete work tasks.</li> </ul> </li> </ul>
<p>Q7.2.7</p> <p>What are your railway’s policy and procedures for <b>fatigue management</b> for their employees and volunteers when working on the railway or tramway?</p>	<ul style="list-style-type: none"> <li>• Candidates should describe the policy and procedures of their railway or tramway operator concerning fatigue management for employees and volunteers when working on the railway.</li> </ul>



<p>Q7.2.8</p> <p>What is your railway's policy on <b>riding on locomotives</b> (where applicable)?</p>	<ul style="list-style-type: none"> <li>• Candidates should describe the policy of their rail operator concerning riding on locomotives.</li> <li>• Cabs of locomotives are hazardous areas involving many safety risks. In heritage railways, rail operators therefore have strict rules as to who can ride in the cabs of locomotives.</li> <li>• In most railways, persons are not permitted to ride on a locomotive unless necessary in the execution of their duty or are specially authorised by a designated railway officer.</li> </ul>
<p>Q7.2.9</p> <p>What is your railway's or tramway's policy on the reporting of <b>safety incidents</b>?</p>	<ul style="list-style-type: none"> <li>• Candidates should describe the policy of their railway or tramway operator concerning the reporting of safety incidents.</li> <li>• All safety incidents must be reported as per the safety management system and standard procedures of the railway or tramway operator concerned and the related regulatory requirements.</li> <li>• All personnel on a railway or tramway will usually undergo an induction program that ensures that they fully understand their responsibilities in the possible event of a safety incident and the way an incident should be reported.</li> </ul>

Q7.2.10

Describe six **hazardous areas** on your railway or tramway and what precautions you should take in these areas.

- Candidates should describe six hazardous areas on their railway or tramway and the precautions they should take to manage the risk in these areas.
- Examples of hazardous areas include:
  - Locomotives -- Locomotives are dangerous environments involving moving parts, steam, open cab doors, hot pipes and surfaces, smoke and radiant heat
  - Moving trains -- Moving trains or trams present a range of hazards both to persons on board and persons in the vicinity of the train or tram or on the track. There are special risks for rail personnel involved in shunting operations.
  - Edges of platforms -- Passengers and railway personnel have to be especially careful near the edge of platforms in case they accidentally fall onto the track or are hit by a train entering or moving through the platform.
  - Track, sheds, depots and yards --
    - Only authorised persons are allowed on the track and in sheds and yards.
    - Those that are authorised need to follow the standard safety procedures and safeworking rules when in the vicinity of the track, sheds and yards including:
      - ◆ being aware of train or tram movements at all times
      - ◆ if you aren't required to work near the track, staying away from it,
      - ◆ staying in clear view of trains or trams at all times
      - ◆ crossing the track at right angles,
      - ◆ never stepping on the rail head
  - Level and pedestrian crossings -- Level crossings are notorious hazardous areas on railways. Even where the crossing is protected by lights, bells and possibly boom gates, rail personnel and the general public must be advised to always check for the possible approach of a train in case the crossing protection equipment is malfunctioning.

<p>Q7.2.11</p> <p>What is your railway's policy on the reporting of <b>defects and deficiencies</b> in locomotives, rail vehicles, trams and railway or tramway facilities and infrastructure?</p>	<ul style="list-style-type: none"> <li>• Candidates should describe the policy of their railway or tramway operator concerning the reporting of defects and deficiencies in locomotives, rail vehicles, trams and railway facilities and infrastructure.</li> <li>• Different railway or tramway operators will have their own policies and standard operating procedures as to what action should be taken by personnel (employees and volunteers) when they discover defects and deficiencies.</li> <li>• Dependent on the railway or tramway and the job role concerned, this could include a combination of: <ul style="list-style-type: none"> <li>– reporting the defect or deficiency</li> <li>– recording the defect or deficiency</li> <li>– rectifying the defect or deficiency if possible, and/or</li> <li>– isolating and/or tagging the defective or deficient equipment or component if required</li> </ul> </li> </ul>
<p>Q7.2.12 <i>Blank for additional question</i></p>	<ul style="list-style-type: none"> <li>•</li> </ul>

### Question Set 7.3 Train movements

QUESTION	SAMPLE RESPONSE
<p>Q7.3.1</p> <p>Describe the processes involved in interpreting and applying <b>authority to move a train or tram</b>?</p>	<ul style="list-style-type: none"> <li>• Candidate will describe the processes involved in interpreting and applying 'authority to move a train or tram' as per the safety management system and standard operating procedures of the railway or tramway operator concerned.</li> </ul>
<p>Q7.3.2</p> <p>Describe the processes involved in interpreting and applying a <b>'Cancellation of authority to move a train or tram'</b>?</p>	<ul style="list-style-type: none"> <li>• Candidate will describe the processes involved in interpreting and applying a 'Cancellation of authority to move a train or tram' as per the safety management system and standard operating procedures of the railway operator concerned.</li> </ul>
<p>Q7.3.3</p> <p>Describe the standard operating procedures that must be followed when there is a <b>train or tram broken down in a section</b>?</p>	<ul style="list-style-type: none"> <li>• Candidate will describe the describe the standard operating procedures that must be followed when there is a train or tram broken down in a section -- as per the safety management system of the railway or tramway operator concerned.</li> </ul>
<p>Q7.3.4</p> <p>Describe the standard operating procedures and safeworking rules that need to be followed by drivers when operating in the vicinity of <b>work on the track</b>?</p>	<ul style="list-style-type: none"> <li>• Candidate will describe the describe the standard operating procedures and safeworking rules that need to be followed by train crew when operating in the vicinity of work on the track -- as per the safety management system of the railway or tramway operator concerned.</li> </ul>

<p>Q7.3.5</p> <p>During a train journey, what is the role of the train crew concerning <b>fixed trackside signals, point indicators, signs and level crossings</b>?</p>	<ul style="list-style-type: none"> <li>• The train crew work as a team to observe and comply with the signals, point indicators and signs and to scrutinise for any abnormal situation that might occur at a level crossing.</li> <li>• The train crew check the situations at signals, point indicators, signs and level crossings and aid the driver in taking all required action as per safeworking rules and standard operating procedures.</li> </ul>
<p>Q7.3.6</p> <p>Why is it important for the train or tram crew to remain <b>vigilant</b> at all times during a train or tram journey?</p>	<ul style="list-style-type: none"> <li>• During a train or tram journey it is vital that the train or tram crew remain vigilant at all times to identify any situation that may potentially be unsafe or cause a problem in the safe and efficient running of the train or tram.</li> <li>• This may include problems on the road ahead, on the tram, the locomotive (in the case of a train) or on a train.</li> <li>• In the case of a steam or diesel locomotive drawn train, it is the fireman's or second person's special duty to regularly look back at the train being drawn to check that there are no problems occurring and to advise the train driver accordingly.</li> </ul>
<p>Q7.3.7</p> <p>What are the responsibilities of a train or tram driver and crew concerning <b>speed limits</b> along a train's or tram's route?</p>	<ul style="list-style-type: none"> <li>• Trains and trams must comply with the prescribed speed limits both within the yard/depot and throughout a train journey.</li> <li>• It is important that the train or tram driver and crew know all of the prescribed speed limits along a train route and in the yard/depot.</li> <li>• They must observe all trackside speed signs and the driver should take appropriate action to vary the train's or tram's speed to comply with the limits in the current and approaching sections.</li> </ul>

<p>Q7.3.8      What are the safeworking requirements when <b>shunting trains or trams</b>?</p>	<ul style="list-style-type: none"> <li>• Candidate will describe the standard operating procedures and safeworking requirements that must be followed during the shunting of a train or tram.</li> <li>• Shunting is a very hazardous activity and it is crucial that all railway or tramway personnel involved closely follow the applicable standard operating procedures and safeworking rules of the railway or tramway concerned.</li> <li>• There are a number of situations in which shunting may occur on a heritage railway or tramway. These include: <ul style="list-style-type: none"> <li>– shunting operations involved in forming a train or tram prior to service,</li> <li>– shunting operations at a train terminus station involving the running around of the locomotive to the opposite end of the train, and</li> <li>– shunting operations in a yard or depot to position rail vehicles or trams for examination or maintenance.</li> </ul> </li> <li>• Guards are usually responsible for coordinating the shunting operations of their train and work in conjunction with the crew on the locomotive involved. It involves clear communication between guards, drivers, firemen /second persons using hand signals and strict compliance with the applicable procedures and rules.</li> </ul>
<p>Q7.3.9      <i>Blank for additional question</i></p>	<ul style="list-style-type: none"> <li>•</li> </ul>

### Question Set 7.4    Signals

QUESTION	SAMPLE RESPONSE
<p>Q7.4.1      What are the rail safety and safeworking requirements for recognising, interpreting and responding to the indications that may be shown by the <b>fixed trackside signals, point indicators and signs</b>?</p>	<ul style="list-style-type: none"> <li>• For the railway or tramway concerned, the candidate will describe the rail safety and safeworking requirements that must be followed when recognising, interpreting and responding to the indications that may be shown by the fixed trackside signals, point indicators and signs.</li> </ul>

<p>Q7.4.2</p> <p>What are the standard operating procedures for recognising, interpreting and responding to the indications that may be shown by the <b>fixed trackside signals, point indicators and signs</b>?</p>	<ul style="list-style-type: none"> <li>The candidate will describe the standard operating procedures of their railway or tramway that must be followed when recognising, interpreting and responding to the indications that may be shown by the fixed trackside signals, point indicators and signs.</li> </ul>
<p>Q7.4.3</p> <p>Why is it important that railway or tramway personnel can give and interpret <b>hand signals</b>?</p>	<ul style="list-style-type: none"> <li>Drivers work closely with other members of the crew and other personnel in the safe and effective operation of locos, trains and trams. A key skill required of all the personnel concerned is being able to give and interpret the standard railway/tramway hand signals.</li> <li>In various circumstances, these hand signals may be complemented by the use of flags and lights (e.g. where night work is involved).</li> <li>Relevant railway personnel must be proficient in giving these signals as per the railway's or tramway's standard procedures. They must also be able to recognise and correctly interpret signals given by others.</li> <li>Candidates will describe the signals used on the railway or tramway concerned.</li> </ul>
<p>Q7.4.4</p> <p>Why is it important that personnel can recognise and interpret the various <b>audible signals</b> used on a railway or tramway? Give six examples of audible signals used on your railway or tramway and their purpose.</p>	<ul style="list-style-type: none"> <li>Candidates will describe six audible signals used on the railway concerned and their purpose and purpose.</li> <li>Railways have always made use of a range of audible signals to communicate with railway personnel, passengers and the general public.</li> <li>The audible signals may include : <ul style="list-style-type: none"> <li><u>locomotive whistle and horn signals</u> (used for communicating with the train crew, passengers and station personnel on departure, when approaching level crossings and stations, and in emergency situations),</li> <li><u>guards' or conductor's whistles, bells and gongs</u> (used to communicate with locomotive crew, passengers and station personnel on train departure, during a train or tram journey and in emergency situations),</li> <li><u>passengers' emergency alarms</u> (used to alert the train or tram crew that there is an emergency situation on the train or tram),</li> <li>fire alarm sirens (used to indicate a fire emergency in a railway or tramway facility), &amp;</li> <li><u>bells</u> at level crossings (used in conjunction with lights and possibly boom gates to indicate the approach of a train and to indicate to vehicles and pedestrians that they must wait until the train has passed before proceeding).</li> </ul> </li> <li>Railway or tramway personnel need to be thoroughly aware of the different audible signals used in various operational and emergency situations on their railway or tramway and be able to respond correctly if and when the various signals are sounded.</li> </ul>

**Question Set 7.5 Abnormal situations**

QUESTION	SAMPLE RESPONSE
<p>Q7.5.1 What are five examples of <b>abnormal situations</b> that may occur during a train or tram journey and what is the role of the train or tram crew in responding to these abnormal situations?</p>	<ul style="list-style-type: none"> <li>• Candidate will describe the action to be taken by the train or tram crew in the event of five different types of abnormal situation as per the railway or tramway operator’s emergency and standard operating procedures.</li> <li>• This may include:               <ul style="list-style-type: none"> <li>– stopping and securing the train or tram , and</li> <li>– working as a team in undertaking the required emergency procedures including conducting emergency communication and ensuring that passengers and train or tram crew proceed in an orderly evacuation of the train as per the railway or tramway operator’s emergency procedures.</li> </ul> </li> <li>• Examples of the types of abnormal situations that could be included are:               <ul style="list-style-type: none"> <li>– a track obstruction</li> <li>– trespassers crossing the track</li> <li>– equipment failure</li> <li>– incorrect information or failure in communications</li> <li>– a passenger emergency (e.g. illness or injury)</li> <li>– an ill crew member</li> <li>– a passenger initiated alarm</li> <li>– a false alarm</li> <li>– a derailment</li> <li>– a collision</li> <li>– a chemical spill</li> <li>– a fire and explosion on the locomotive or train</li> <li>– a bomb threat</li> <li>– failed head or marker lights</li> </ul> </li> </ul>

Q7.5.2	What are the rail safety and safeworking issues and requirements in the event of an <b>occurrence or incident</b> during a train or tram journey?	<ul style="list-style-type: none"> <li>• Candidate will describe the safeworking requirements that must be followed in the event of an occurrence or incident during a train or tram journey (as they apply to their job role).</li> </ul>
Q7.5.3	What are the standard operating procedures in the event of an <b>occurrence or incident</b> during a train or tram journey?	<ul style="list-style-type: none"> <li>• Candidate will describe the rail or tramway operator's standard operating procedures that must be followed in the event of an occurrence or incident during a train or tram journey (as they apply to their job role).</li> </ul>
Q7.5.4	What are the safeworking issues and requirements in the case of a <b>train or tram failure</b> ?	<ul style="list-style-type: none"> <li>• Candidate will describe the safeworking issues and requirements (as they apply to their job role) when a train or tram failure occurs on the railway or tramway concerned..</li> </ul>
Q7.5.5	What are the standard operating procedures in the case of a <b>train or tram failure</b> ?	<ul style="list-style-type: none"> <li>• Candidate will describe the rail or tramway operator's standard operating procedures that must be followed when a train or tram failure occurs on the railway or tramway – as they apply to their job role.</li> </ul>
Q7.5.6	What are the standard operating procedures in the event of <b>illness</b> of personnel or passengers?	<ul style="list-style-type: none"> <li>• Candidate will describe the standard operating procedures that must be followed in the event of illness of personnel or passengers – as they apply to their job role.</li> </ul>
Q7.5.7	What are the emergency procedures in the event of <b>fire</b> on a train or tram or in railway or tramway facilities?	<ul style="list-style-type: none"> <li>• Candidate will describe the emergency procedures that must be followed in the event of <b>fire</b> on a train or tram or in railway or tramway facilities – as they apply to their job role.</li> </ul>
Q7.5.8	What are the evacuation procedures that may need to be followed in an <b>emergency</b> on a train or tram or in a railway or tramway facility?	<ul style="list-style-type: none"> <li>• Candidate will describe the evacuation procedures that may need to be followed in an emergency on a train or tram or in a railway or tramway facility – as they apply to their job role.</li> </ul>
Q7.5.9	<i>Blank for additional question</i>	<ul style="list-style-type: none"> <li>•</li> </ul>



## Question Set 7.6 Safety and effective communication

QUESTION	SAMPLE RESPONSE
<p>Q7.6.1 Give three examples of how effective <b>verbal or spoken</b> communication may contribute to safeworking and general safety on your railway or tramway.</p>	<ul style="list-style-type: none"> <li>• Candidate will describe three examples of how effective verbal or spoken communication may contribute to safeworking and general safety on their railway or tramway.</li> <li>• The examples may include: <ul style="list-style-type: none"> <li>– giving instructions,</li> <li>– making announcements,</li> <li>– answering queries,</li> <li>– giving verbal reports on situations,</li> <li>– providing feedback, and</li> <li>– providing guidance or training to others.</li> </ul> </li> </ul>
<p>Q7.6.2 Give three examples of how effective <b>reading and interpreting of documents</b> may contribute to safeworking and general safety on your railway or tramway.</p>	<ul style="list-style-type: none"> <li>• Candidate will describe three examples of how the effective reading and interpreting of documents may contribute to safeworking and general safety on their railway or tramway.</li> <li>• The examples may include: <ul style="list-style-type: none"> <li>○ job descriptions,</li> <li>○ training materials,</li> <li>○ standard operating procedures (SOPs),</li> <li>○ safety management system,</li> <li>○ rail safety requirements and practices,</li> <li>○ equipment manuals and handbooks,</li> <li>○ pre-operational checklists, and</li> <li>○ railway or tramway operator’s rule book and general instructions, including: <ul style="list-style-type: none"> <li>• safeworking forms,</li> <li>• Special Notices / Train Notices,</li> <li>• route maps,</li> <li>• timetables,</li> <li>• yard and shed diagrams,</li> <li>• etc.</li> </ul> </li> </ul> </li> </ul>
<p>Q7.6.3 Give three examples of how <b>effective writing</b> may contribute to safeworking and general safety on your railway or tramway.</p>	<ul style="list-style-type: none"> <li>• Candidate will describe three examples of how effective writing may contribute to safeworking and general safety on their railway or tramway.</li> <li>• The examples may include: <ul style="list-style-type: none"> <li>– filling in basic forms or checklists,</li> <li>– writing simple letters, and</li> <li>– preparing various reports such as safety incident reports or reports on railway or tramway operations.</li> </ul> </li> </ul>

<p>Q7.6.4</p> <p>Give three examples of how effective <b>non-verbal</b> communication may contribute to safeworking and general safety on your railway or tramway.</p>	<ul style="list-style-type: none"> <li>• Candidate will describe three examples of how effective non-verbal communication may contribute to safeworking and general safety on their railway or tramway.</li> <li>• The examples may include: <ul style="list-style-type: none"> <li>– fixed trackside signals,</li> <li>– train whistles,</li> <li>– train horns,</li> <li>– guards' pea whistles,</li> <li>– hand signals,</li> <li>– flags,</li> <li>– hand held lights,</li> <li>– buzzers,</li> <li>– bells, and</li> <li>– gongs.</li> </ul> </li> </ul>
<p>Q7.6.5</p> <p>Give three examples of how effective <b>reading and interpreting of signs</b> may contribute to safeworking and general safety on your railway or tramway.</p>	<ul style="list-style-type: none"> <li>• Candidate will describe three examples of how effective reading and interpreting of signs may contribute to safeworking and general safety on their railway or tramway.</li> <li>• The examples may include: <ul style="list-style-type: none"> <li>– trackside speed signs,</li> <li>– point indicators,</li> <li>– safety signs (e.g. danger signs, warning signs, signs alerting people to safe practices, etc.),</li> <li>– restricted access signs,</li> <li>– level crossing signs,</li> <li>– directional signs on platforms, and</li> <li>– station name signs.</li> </ul> </li> </ul>
<p>Q7.6.6</p> <p><i>Blank for additional question</i></p>	<ul style="list-style-type: none"> <li>•</li> </ul>