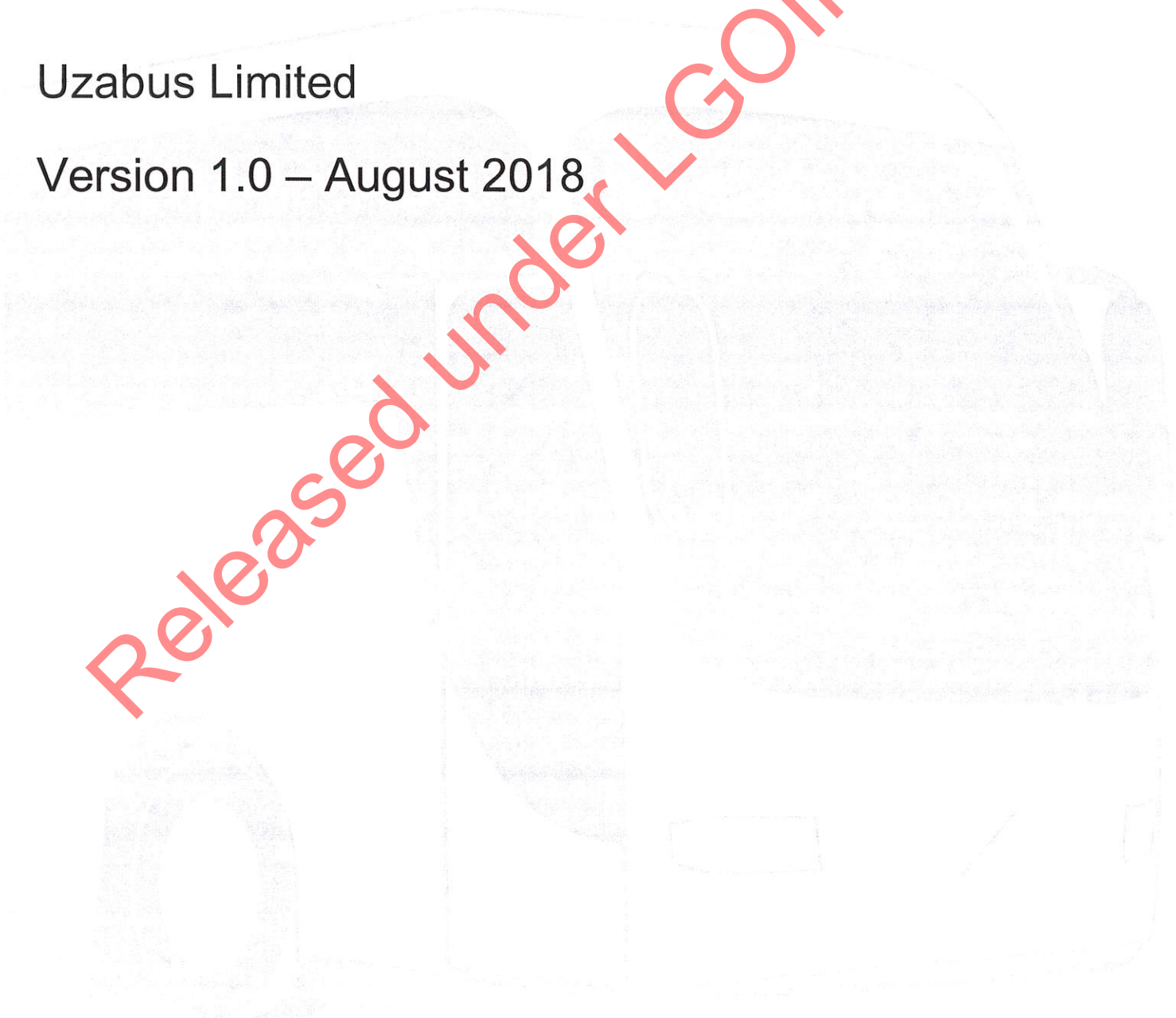


Staff Training Plan – Kapiti


Uzabus Limited

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Review and approval

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1 Introduction

1.1 Purpose

The purpose of this plan is to set out the systems and processes to train new and existing staff at the Kapiti depot.

1.2 Objectives

The objective of this plan is to ensure that all staff are appropriately trained and qualified to successfully conduct their roles.

1.3 Significant training needs

Uzabus has established a new depot from which to run Kapiti bus services. Close to forty new staff have been recruited and trained for the Kapiti depot. Local knowledge was a key consideration in the recruitment of both drivers and operations staff. The most significant training needs are in Uzabus systems and processes and Metlink systems and processes.

1.3.1 Drivers

34 drivers are employed at the Kapiti depot – a mix of full-time, part-time and casuals. All drivers undertook a pre-employment driving test. 80% of drivers are experienced bus drivers. 95% of drivers are local and know the local area. 16 drivers are former Mana employees with experience driving Kapiti routes.

1.3.2 Operations staff

The Kapiti depot employs three operations staff. All are local and know local suppliers and stakeholders, but are new to Uzabus and the public transport industry. The Kapiti operations team have been trained by operations staff from the Palmerston North depot on both Uzabus and Metlink systems and procedures. For the first year of operation, the Palmerston North operation team will be providing ongoing training, support and mentoring to the Kapiti operations team. Further support is provided by the Contract Manager and Managing Director, including on-site support from mid-June through to mid-August.

1.3.3 Workshop staff

The Kapiti depot employs one Workshop Manager. The Workshop Manager reports to both the Branch Manager and the Group Workshop Manager. The Workshop Manager received three months training at the Palmerston North depot prior to the opening of the Kapiti depot. The Workshop Manager receives ongoing training, support and mentoring from the Palmerston North Workshop Manager.

2 Training requirements for new drivers

At the commencement of employment, Uzabus assesses a new worker's health and safety, and other training needs. After one month, these training needs will be followed up with the new worker's supervisor.

All drivers are given time to familiarise themselves with the buses and equipment, as well as the routes/timetable. New drivers are buddied with experienced drivers for the first week of services.

The standard training programme for new drivers is as follows.

Training	Delivered and assessed by	Date to be completed	Experienced drivers, Kapiti experience	Experienced drivers new to area	New drivers
Pre-employment checks <ul style="list-style-type: none"> • Medical • Drug and alcohol test • Vulnerable Children's Act checks • Police check • Pre-employment Driving Assessment (attached in Appendix 1) 	Management External Driving Instructor External contractor	Pre-employment Pre-employment	✓ ✓	✓ ✓	✓ ✓
<ul style="list-style-type: none"> • Passenger Endorsement and Licence Check 			✓	✓	✓

<p>Induction</p> <ul style="list-style-type: none"> • House rules • Uzabus Child Protection Policy • Drug and Alcohol Policy • Site safety tour including fire exists, assembly points and restricted/risk areas • Introduction to Fire Wardens and Health and Safety Representatives • Introduction to co-workers • Identification of qualifications and further training needs • Subscription to MITO 	Branch Manager	First day of employment	✓	✓
<ul style="list-style-type: none"> • Health and Safety Handbook 	Operations Manager	First day of employment	✓	✓
<ul style="list-style-type: none"> • Explanation of job responsibilities and lines of communication 	Operations Manager	First day of employment	✓	✓
<p>Driver Training</p> <ul style="list-style-type: none"> • Documentation procedures (including timesheets) • Timetable, routes, connections, timing points, terminology, bus stops and transfers • Customers service, including customer comments and media enquiries 	Operations Manager	First week of employment	✓	✓
<ul style="list-style-type: none"> • Health and Safety, including updates • Disability Awareness 	External Contractor	First week of employment	✓	✓
<ul style="list-style-type: none"> • RTPI • Use of bike racks 	Branch Manager	Early weeks of employment	✓	✓
<ul style="list-style-type: none"> • Snapper, fares and ticketing 	Office Admin	First week of employment	✓	✓

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<ul style="list-style-type: none"> • Radio communications equipment and protocol • Conditions of carriage 	Branch Manager	First week of employment	✓	✓	✓
<ul style="list-style-type: none"> • GreenRoad GPS fuel efficient and safe driving 	Branch Manager	Early weeks of employment	✓	✓	✓
<ul style="list-style-type: none"> • First Aid course 	External Contractor	First week of employment	✓	✓	✓
<ul style="list-style-type: none"> • National Certificate in Passenger Transport (Large Passenger Vehicle) with Urban Strand 	External Contractor	First year of employment	✓	✓	✓

The **Uzabus Driver Assessment Check Sheet** (attached in Appendix 1) details the driving competencies that are assessed by an external Driving Instructor during the Pre-employment Driving Assessment. If the assessment identifies that additional training is necessary, a two-day driving programme will be arranged with a driver trainer and assessor.

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3 Training requirements for new operations staff

At the commencement of employment, Uzabus assesses a new worker's health and safety, and other training needs. After one month, these training needs will be followed up with the new worker's supervisor. The standard training programme for new operations staff is as follows.

Training	Delivered and assessed by	Date to be completed	New staff
Induction <ul style="list-style-type: none"> • House rules • Introduction to co-workers • Explanation of job responsibilities and lines of communication 	Branch Manager	First day of job	✓
<ul style="list-style-type: none"> • Health and Safety Handbook • Site safety tour including fire exists, assembly points and restricted/risk areas • Introduction to Fire Wardens and Health and Safety Representatives 	Branch Manager	First day of job	✓
Operations Training <ul style="list-style-type: none"> • GreenRoad GPS monitoring • Disruption Management, procedures, communication & escalation • RTPI monitoring, cancelling trips, depot duties & Level 1 checks • Coach Manager (bus & driver allocation software) • Radio communications equipment & protocol • RPTI Reporting Requirements 	Branch Manager	First week of employment	✓

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<ul style="list-style-type: none"> • Snapper duties • Resolve (complaint resolution) • Snapper Reporting • Resolve Reporting Requirements 	Office Administrator	First week of employment	✓
<ul style="list-style-type: none"> • VMS (Vehicle Management System) 	Head Mechanic	First week of employment	✓
<ul style="list-style-type: none"> • Health and Safety updates 	Health & Safety Rep	Ongoing	✓

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4 Training requirements for new workshop staff

At the commencement of employment, Uzabus assesses a new worker's health and safety, and other training needs. After one month, these training needs will be followed up with the new worker's supervisor. The standard training programme for new workshop staff is as follows.

Training	Delivered and assessed by	Date to be completed	New staff
Induction <ul style="list-style-type: none"> • House rules • Introduction to Fire Wardens and Health and Safety Representatives • Introduction to co-workers • Explanation of job responsibilities and lines of communication 	Branch Manager	First day of job	✓
<ul style="list-style-type: none"> • Health and Safety Handbook • Site safety tour including fire exists, assembly points and restricted/risk areas 	Group Workshop Manager	First day of job	✓
Workshop Training <ul style="list-style-type: none"> • Uzabus systems and procedures, including Vehicle Maintenance System software 	Group Workshop Manager	In early weeks of job	✓

5 Training for existing staff

5.1 Ongoing training for all staff

At each employee's annual performance appraisal, training needs are discussed with their supervisor. Where necessary, any further training identified is recorded in the employee's Personal Development Plan (action points).

5.2 Ongoing training for drivers

Drivers complete a First Aid course annually. Drivers are also made available for four hours each year for disability training provided by GWRC.

All drivers not already holding a National Certificate in Passenger Transport (Large Passenger Vehicle) with Urban Strand (or equivalent) are enrolled with MITO to complete the national certificate within 12 months of employment.

Drivers are required to attend the equivalent of two half days training per year. The content of this training is set based on a needs assessment.

Drivers are periodically assessed whilst on route, by Uzabus' driving instructor or an in-house driving trainer. Drivers are assessed on:

- Driving ability, positioning, speed etc
- Understanding of road law
- Interaction with passengers
- Ticket and fare processing.

6 Training records

All training received is recorded in the employee's individual record in Uzabus' Coach Manager software system. The Uzabus' driver training provider supplies Uzabus with each driver's NZQA record to monitor progress towards completion of the National Certificate in Passenger Transport (Large Passenger Vehicle) with Urban Strand.

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