



Training

NBTA Bulk Tanker Day - 5 Sept 2019



National Bulk Tanker Association



Training

- 600+ Operators (Drivers)
- 11 locations
- 10 Driver Trainers spread out around Australia
- 1 Fulltime Training Manager located in Spotswood Vic

So what do we do to ensure our Operators are trained to our appropriate level?



National Bulk Tanker Association



Training

New Drivers

- Normal employment/interview process takes place
- Once and if accepted they go into a 4 week training period, no matter what experience they have
- Our Operators spend 2 weeks in the classroom with one of the Driver Trainers
- Allocated to a Bubby Trainer/Driver, they will coach and mentor them to the Toll Way
- TEF Buddy Trainer must complete in-house course and assessed by Driver Trainer
- Buddy Log is maintained to ensure any new Operator achieves the appropriate standards
- Buddy Trainer/Driver are experienced, highly skilled Operators
- That Operator will be required to complete all elements of **TEM TRA F029 New Driver Induction Checklist – Signoff**
- Signed off by Training Manager / Depot Manager
- Operator will then be assessed within 1 mths (load/unload/drive), then every 6 mths



TOLL Energy – Fuels Buddy Log Book
Who is your mate?

Buddy Name :

Start Date :



Training

- Training Management System
 - Workday *HR System*
 - Learning@ Toll *On-Line Training Presentation System*
 - TEF TMS *Record Management*
- Data records (soft and hard)
- Licensing DG/SLP etc.
- Safety Observations for driving, loading and unloading
- Professional Driver Guide (4 segments)
 - Energy – Fuels (all drivers), Road-Train, Linehaul, LPG
- Toolbox sessions
- Lessons Learnt
- External information sessions as required (truck company trainers, customers, providers etc.)



WE ARE SAFETY OBSESSED

Energy- Fuels

Professional Driver Guide

Emergency Numbers
Fire/Police/Ambulance 000
ISS First Response 1800 639 621

GOS Operations Control Room 1800 040 162 24/7
After-hours Operations Support (WA) (08) 6399 9410

TOLL 



Training

Drivers

- Employment induction / Buddy Training
- Professional Driver Guide

Operations Staff and Managers

- TERP Training (in house)
- Participate in **Desktop Exercises** (every 6 months)
- Participate in **Live ER Exercises** (once every 24 months or as req)
- ICAM (external provider)

Senior Leadership Team

- ICAM (external provider)
- Incident Management Team (IMT) familiarisation (in-house)

