



# Service Controller Level 2 Simulation Assessment Exercise

## Candidate Brief

This exercise has been designed to assess your skills in responding effectively to a typical incident on the railway. All the information you require to perform this task is provided in this briefing document and you are not required to have any detailed knowledge of London Underground internal policies or procedures.

### Task

You will be asked to imagine that you are a newly appointed Service Controller on the Bakerloo Line. You have just taken over the shift from your colleague who has left the station. You will spend 20 minutes in a control room simulator to complete this exercise.

You have been sent this brief in advance of your assessment to give you time to prepare for the exercise. Read this brief thoroughly and spend time familiarising yourself with the Communications Protocols and all other information contained in the document.

**Please note:** You will not be allowed to take this documentation with you into the exercise so you will need to be properly prepared.

### Exercise Timings on the day:

Instructions and simulator briefing	5 minutes
Simulator practice time	5 minutes
Control Room Simulation exercise	15 minutes
<b>Total time of exercise</b>	<b>25 minutes</b>

The information you are given in this exercise is entirely fictitious and is designed specifically to give you an idea of the type of information you may deal with in the role.

### Scenario

During the simulation exercise you will be expected to respond to any information you receive via the telephone, radio or visual display screen. You will also be required to deal with an incident during the simulation. You must record all relevant communications during the exercise in the logbook provided.

In any kind of incident that occurs on the railway the key actions you will need to take are as follows:

- Gather all relevant information. **NB** you will be expected to get detailed information of the situation to ensure you can pass on enough information so that other relevant people are able to make decisions and take appropriate action
- Request the Station Supervisor attends the incident
- When contacted again by the Station Supervisor or Train Operator ensure all relevant information is obtained and confirmed again
- Ensure that trains running behind the incident do not build up or get stuck in the tunnels
- Ensure that the trains in front do not get too far ahead causing large gaps in the service
- Ensure that you keep the Service Manager informed of any incidents that affect the service
- Ensure the appropriate emergency services attend any relevant incident.



## Key Contacts

### Station Supervisor (S/S)

- Manages the station
- Responsible for the conduct and deployment of staff under their supervision (station and barrier staff)
- Responsible for the health and safety of staff, contractor and customers
- Responsible for the safe operation of the station
- Contact point for customers, contractors, outside agencies as required, e.g. Fire Brigade
- Report any items to appropriate agencies, e.g. accidents, emergencies
- Acts as the supervisor/manager on site if there is an incident on the station, track area around the station
- They are shift supervisors
- Managed by a Duty Station Manager
- Supervisor who manages an incident at site - unless it is declared a Formal Incident.

### Duty Manager - Stations (DSM) - Trains (DRM)

- Manages staff, as below, on a shift basis
- Two managers Duty Reliability Manager (DRM) - Duty Manager Stations (DSM)
- DSM - manages a group of stations (Supervisors and associated staff on that Group report to DSM)
- DSM represents the Centurion manager (Group Station Manager)
- DRM reports to the Service Manager and is the line mobile Incident manager, dealing with incidents etc as per instructions from Service Manager
- DRM and DSM can be called on to manage incidents when they occur, e.g. signal failures, person under train, security alert
- Duty Manager must be present to manage a Formal Incident, e.g. major derailment, evacuating customers off trains stuck in tunnels. Usually a DRM is used in these circumstances, as they have the technical experience (track, trains, securing routes, etc)
- Duty Managers write the reports that follow an incident.

### Train Operator (T/Op)

- Drive and/or operates trains, as rostered, in accordance with Rules and Procedures to the highest standards of safety and customer service.

### Service Manager (SM)

- The Service Manager is the Senior Duty Manager on shift and the company's representative outside office hours. The SM oversees the running of the line and ensures decisions made in service control conform to the company's rules and safety standards. They keep senior management updated of any incidents that occur on the line
- They are also responsible for delivering Team Talks, P&D return to work, renewing licences of service control staff, control room visits and building security.

### Service Operator (SO)

- Is commonly known as the signaller.
- Responsible for the routing of trains (clearing signals/routes).
- Works under instruction of the Service Controller, usually during an incident.
- Responsible for ensuring all signalling activities are carried out in an integrated manner ensuring minimum disruption to service.



## Line Information Specialist (LIS)

- Gathers information, monitors the train and station services on the line
- Prioritises and distributes information
- Actively monitors the train and station services on the line
- Actively monitors the network service status.
- Knows what is happening on the line and external factors that may impact service.
- Actively monitors what is happening in the control room.

## London Underground Control Centre (LU CC)

- Interacts with Emergency services
- Strategic incident response co-ordination
- Liaising with London Buses and other transport providers
- Stakeholder information and management
- Network monitoring of train services, safety and security
- Information gathering and distribution
- Maintenance of comprehensive lists of on-call managers, engineers and specialists who can be called upon to assist or advice when required.

## Other Personnel & Agencies

London Ambulance Service	LAS
London Fire Brigade	LFB
Fault Report Centre	FRC
Emergency Response Unit	ERU
Train Technician	TT1
Technical Officer	TO
Customer Service Assistant	CSA
Performance Manager	PM



## Communications Protocols

### 1. Giving and receiving messages

#### 1.1 Carrying out key rules

*When using any means of communicating, you must always make sure that the message has been received and understood.*

You must carry out the following rules when giving and receiving messages.

You must make sure:

- You are talking to the right person and that person knows who you are
- Your messages is clear, accurate, and to the point
- You understand the information and any action that is required
- that you know how to make contact again (if required)
- You record details in the logbook or your notebook (where applicable).

You must start your message by:

- Stating who you are
- Asking who you are talking to
- Stating where you are
- Stating why you are calling.

*You must repeat back all safety related information and actions to be carried out.*

#### 1.2. Making sure messages are clear, accurate and to the point

When using communications equipment you must:

- Make sure your speech is clear, accurate and to the point
- Use the phonetic alphabet
- If you are using numbers say them one at a time and not all together.

#### 1.3. Using radios or telephones

What you **must** always do.

When using a radio or telephone, you **must** always:

- Speak clearly, slightly slower than you would in normal conversation, but at the same volume
- Avoid hesitation sounds (for example, umm, err) and slurring one word into another.

What you must **not** do.

When using a radio or telephone, you must **not**:

- Interrupt transmissions unless in an emergency
- Use offensive language
- Make unnecessary calls or transmissions
- Use any radio within 15 metres of a suspect package.



#### 1.4. Phrases to use

You must use the following phrases when sending or receiving messages:

Phrase	Meaning
This is an emergency call	The message requires <b>immediate</b> action
Speak slower	Reduce the speed at which you are speaking
Say again from	I want you to repeat your message from...
Repeat the message back to me	I want you to repeat any key information given and actions required
'Spell'	I want the caller to use the phonetic alphabet to spell a particular word
I will ring you back	I need to give you further instructions. Wait for me to call you back
Standby	To acknowledge receipt of a transmission, but telling the sender to wait until called
ETD	The E stimated time of departure
ETA	The E stimated time of arrival
State/End your message	I understand you want to speak to me and I am now waiting to receive your message
Correction	I have made a mistake and will now correct the word or phrase I have just spoken
Cancel message	Consider the last message was not sent or not applicable
Negative	No, not correct or permission not granted
Over	I have finished my message and am expected a reply
Out	I have finished my message and <b>do not</b> expect a reply

You **must not** use the term 'over and out' as this does not make sense.

#### 1.5. Using the phonetic alphabet

When giving a message, you must use the phonetic alphabet to identify letters of the alphabet to spell words and place names that are difficult to pronounce. This is important to avoid misunderstanding.

<b>A</b>	Alpha	<b>N</b>	November
<b>B</b>	Bravo	<b>O</b>	Oscar
<b>C</b>	Charlie	<b>P</b>	Papa
<b>D</b>	Delta	<b>Q</b>	Quebec
<b>E</b>	Echo	<b>R</b>	Romeo
<b>F</b>	Foxtrot	<b>S</b>	Sierra
<b>G</b>	Golf	<b>T</b>	Tango
<b>H</b>	Hotel	<b>U</b>	Uniform
<b>I</b>	India	<b>V</b>	Victor
<b>J</b>	Juliet	<b>W</b>	Whisky
<b>K</b>	Kilo	<b>X</b>	X-ray
<b>L</b>	Lima	<b>Y</b>	Yankee



M	Mike	Z	Zulu
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## 1.6. Using numbers

If you are using numbers 10 and over in your message, you must say them one at a time.

For example, 'Train 123' must be spoken as 'train one two three' not 'Train one hundred and twenty three'.

You must say the number '0' as 'zero'.

When signals, points, train descriptions or locations have similar names or numbers (for example, signals A114 and A 314 on adjacent lines), you must take great care not to cause confusion.

You do not need to quote numbers separately when you refer to time, for example, the time 1317 hours should be states as 'thirteen seventeen'.

