




# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE


Training Objectives	resources required
<p><b>Learner will have a clear understanding:</b></p> <ul style="list-style-type: none"><li>- of what's required of them when operating the delivery vehicle</li><li>- the correct PPE gear to wear when operating a delivery vehicle</li><li>- S&amp;W &amp; regulatory expectations &amp; requirements</li><li>- the mechanics of the delivery vehicle ( <a href="#">controls</a>, <a href="#">braking system</a>, etc. )</li></ul> <p><b>Learner will have the confidence:</b></p> <ul style="list-style-type: none"><li>- ride the delivery vehicle on the road &amp; deliver mail in a safe manner</li><li>- conduct daily checks and know what to do if there's a breakdown</li><li>- identify hazards on their rounds</li><li>- to store delivery vehicle and charge it at end of shift</li></ul>	<ol style="list-style-type: none"><li>1. Cones</li><li>2. Predetermined site that can be closed off from other foot or vehicle traffic ( <a href="#">marked out circuit to be 40m long and 15m wide. This is so a speed of approximately 25-30 km an hour can be achieved</a> )</li><li>3. Predetermined route for road ride and footpath activities</li></ol> 



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## FACILITATOR'S GUIDE

### CAR PARK EXERCISES (2.5 - 3hours)

Theme	Notes on demonstration	Resources/course set up
<p><b>Introduction to the Delivery Vehicle</b></p> <p><b>NOTE:</b> Trainer must sight trainees licence and fill out appropriate form before training commences. This form is signed by the trainee and the trainer will verify by signing.</p> <p>Trainees must be wearing correct PPE gear</p> <p>Trainees to perform vehicle check before starting with trainer observing</p>	<p>Trainer to demonstrate how to:</p> <ul style="list-style-type: none"> <li>● sit in vehicle ( vehicle turned off )  <i>“keep core nice &amp; strong and arms slightly bent when holding onto handlebars/controls”</i></li> <li>● adjust the seat</li> <li>● use the controls  <i>throttle, lights, charge level, front brake, rear brake, thumb brake, hand brake, reverse switch, horn, window wipers, power mode, Eco mode, winter mode, indicators, hazard lights and camera.</i></li> <li>● check charger power cable &amp; mains power socket</li> <li>● turn on the delivery vehicle using the key</li> <li>● check tyres (tread, condition &amp; pressure)</li> <li>● check and adjust mirrors</li> <li>● check front suspension and steering</li> <li>● check condition (appearance &amp; damage)</li> <li>● check WOF, Registration, servicing and compliance(NZTA, Council) documentation</li> </ul> <p><b><i>Trainee now has a go at demonstrating all of the above which includes the Paxster Vehicle Check (form used). Trainer to ask a number of questions during the training to check for understanding</i></b></p> <p><b>Q: why do we do a vehicle check</b>  <i>A: to check that the vehicle is safe, reliable and legal before taking it out to deliver mail</i></p> <p><b>Q: how often do we check the Paxster</b>  <i>A: every day before going out on delivery</i></p> <p><b>Q: what is the correct tyre pressure for the Paxster &amp; why is it important</b>  <i>A: 30 psi. Correct pressure will make vehicle stable, less taxing on battery and reduce risk of blow out</i></p> <p><b>Q: what must you have with you at all times when riding the Paxster</b>  <i>A: Your Licence</i></p>	<p>Delivery vehicle - Paxster</p>  <p><b>Resources</b></p> <ol style="list-style-type: none"> <li>1. Postie Mode Training Registration form</li> <li>2. Competency Assessment form</li> <li>3. Paxster Daily/Weekly check form</li> <li>4. Training Evaluation form</li> </ol> <p><b>Predetermined road ride</b></p> <ul style="list-style-type: none"> <li>● Low traffic area</li> <li>● High traffic area</li> <li>● Traffic lights</li> <li>● Left &amp; right and through roundabouts</li> <li>● Left &amp; right at uncontrolled intersections</li> <li>● Undulating terrain</li> <li>● Hills ( area to perform hill start )</li> </ul>

# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



	<p><b>Q: What paperwork needs to remain with the vehicle and is it specific to each vehicle.</b>  A: NZTA &amp; Council compliance documents. Yes the NZTA compliance form has a serial number which is highlighted on the document</p> <p><b>Q: Name 4 items of PPE</b>  A: Helmet, fingerless gloves, uniform, sunglasses, postie shoes, postie inclosed sandals, postie shirt, polar fleece jacket, Rain Jacket, postie shorts or track pants.</p> <p><b>Q: What is the weight limit on the Paxster</b>  A: 45 kg front cargo hold  155 kg rear cargo hold  200 kg total excluding operator</p> <p><b>Q: When performing a tight turn from a stationary position what is best practise</b>  A: Lightly apply throttle prior to steering</p> <p><b>Q: When leaving the vehicle what do you need to do</b>  A: Make sure handbrake is on (or thumb break ) and if leaving vehicle unattended turn vehicle off and take keys with you. The back cabinet also should be locked and front security shield (zipped and locked) should be secure.</p> <p><b>Q: what mode should you be driving the paxster in / Why</b>  A: Echo mode - most efficient mode for driving in ( 27% resistance for engine regeneration ). High mode - only used on steep driveways etc. when needed ( 50 % resistance for engine regeneration - uses more power ) Winter mode - <b>should not be used</b> (18% resistance for engine regeneration )</p>	
<p><b>Course layout and rules</b>  Layout will depend on the space available. Ideally an area of 40 metres by 15 metres.</p>	<p>Explain the layout of the course and how the 'start gate' works during the carpark exercises: <b>Trainees to always stop at the start gate until told to proceed around the circuit ( use this time to give feedback if needed )</b></p> <p>Explain the different hand signals that will be used during the exercises  This includes: <b>Start</b>  <b>Stop</b>  <b>Head up</b>  <b>Looking where you want to go</b>  <b>Relax shoulders and arms</b></p>	<p>2 cones mark the start gate, from there there is 5 - 6 cone's in two lines approx ( lines are offset ) 5 paces apart ( length and width )</p>

# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



	<p>The trainer will inform trainee that they will be skills will assessed progressively throughout their practical training and evaluated. This will be an open discussion individually between the trainer and the trainee between each transition stage. I.e. between car park session and first section of road ride, first section and second of road ride, second section and third section of road ride.</p> <p>The trainer will explain and demonstrate before trainee completes</p> <ul style="list-style-type: none"> <li>• Mirror and head checks <i>before moving off from stationary position - mirrors then head check</i></li> <li>• use of regenerative braking ( throttle)</li> <li>• driving at various speeds</li> <li>• turning manoeuvres</li> <li>• engaging handbrake</li> <li>• emergency braking</li> <li>• reversing</li> </ul>	
<p><b>Throttle Control Exercise</b></p>	<p>The following simple and slow exercises are for the Trainees to feel the throttle controls of the delivery vehicle and how it moves</p> <p><b>Driving Mode at 5 kilometers</b> Trainer to demonstrate from the 'start gate' Before starting the delivery mode</p> <ol style="list-style-type: none"> <li>1 check mirrors</li> <li>2 head check</li> <li>3 relax shoulders</li> <li>4 head up looking where you're going</li> <li>5 12 second scan</li> </ol>	<p>Cones ( or half tennis balls ) to mark course</p>

# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



Trainee to complete activity. They will proceed ensuring throttle is controlled and speed is at 5 km's around the marked course for the first circuit with the trainer walking along beside trainee providing direction and support.

*"Before reaching the corner, throttle off slightly to a safe speed around the corner, then throttle back on when out of the corner"*

Once the Trainee is competent they will repeat this exercise 2-3 times

### **Driving Mode at 10 kilometers**

Trainee to demonstrate the same process as above

Then slowing down to a safe speed when approaching a judder bar or turning a corner on the marked course

Trainees to repeat this exercise 2-3 times

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### **Driving Mode at 15 kilometers**

Trainee to demonstrate the same process as above

Then slowing down to a safe speed when approaching a judder bar or turning a corner on the marked course

Trainees to repeat this exercise 2-3 times

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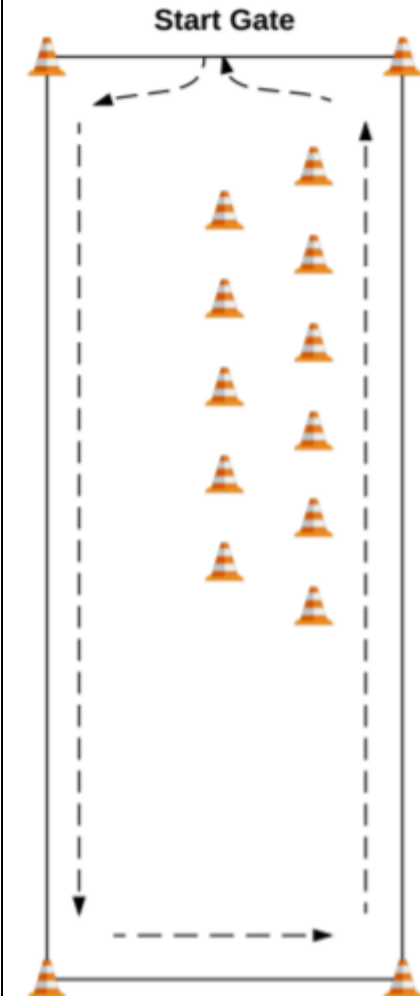
### **Driving Paxster at 20 - 30 kilometers**

Trainee to demonstrate the same process as above with increasing speed up to 30 km's (depending on the length of the training area).

Trainee to repeat this 3-4 times till they have gained confidence to move on to next exercise



- Check mirror - head check before moving off from start gate
- relax shoulders
- head up
- throttle control
- 12 second scans



# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



### Regenerative Braking

Trainer to demonstrate

- vehicle at 'start gate'
- mirror - head check before moving off
- speeding up the marked course
- throttle off
- keep vehicle straight - do not via off
- come to a complete stop ( using back brake lever to hold Paxster in position )
- mirror - head check before moving off

Trainees to walk down to throttle off zone and estimate where vehicle will come to a complete stop. This will help them understand the slowing distance of the regenerative braking.

Trainee

Trainee to complete exercise and repeat this exercise 2-3 times ,

**Q: Why do we use regenerative braking**

A: Regenerative braking restores charge to the battery when the throttle is released

NOTE: this is not available in WINTER MODE ( new Paxsters going into the branches will have low regenerative braking in winter mode )

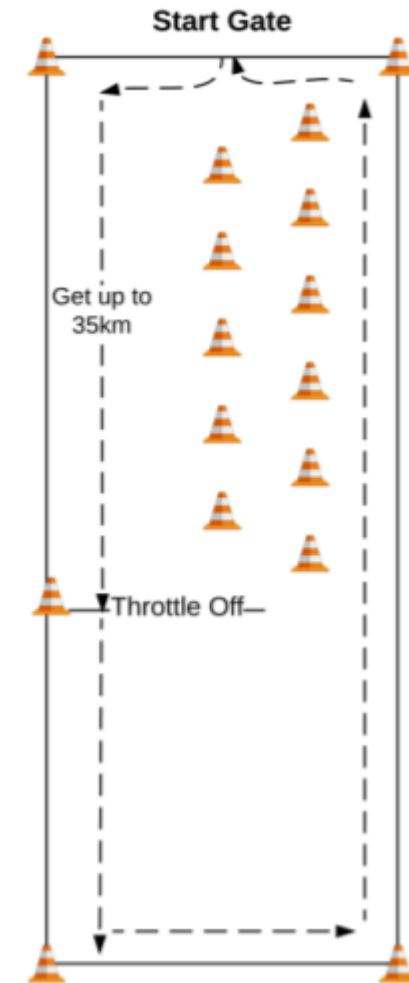
**Q:explain the different modes - High - Echo - Winter**

A: High - low torque used to get moving on steep driveway

Echo - used during normal driving conditions , max speed 45km

Winter -Low regenerative braking

Mark the throttle off point with a cone ( make sure there is space for run off )



# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



### Quick braking exercise

### Emergency braking exercise

Trainer to demonstrate to Trainees (in stationary position)

- Throttle hand position (neutral position)
- bracing position
- throttle off
- set up
- squeeze both front and back brakes together until Paxster has come to a complete stop
- Explain skidding and how to correct by brake release and reapply
- mirror - head check before moving off

Trainer now demonstrates using the marked course

- vehicle at 'start gate'
- speeding up the marked course
- throttle off
- set up
- squeeze both front and back brake's together until Paxster has come to a complete stop
- mirror - head check before moving off

Trainees to walk down to brake zone and estimate where vehicle will come to a complete stop. This will help them understand the slowing distance of full braking. [use a cone to mark where trainee is to stop](#)

Trainee to complete activity and to repeat this exercise until they are competent at stopping Paxster safely.



- 12 second scan
- throttle off
- set up and squeeze
- keep vehicle straight
- vehicle should be at a complete stop
- mirror - head check before moving off

Mark the stop point with a cone



# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



### Reversing in straight line Exercise

Trainer to demonstrate

- where the reverse button is on the control
- turn head and look back when reversing
- using mirrors as another option to help reverse however you won't be able to see the gutter on the ground using mirrors
- reversing slowly keeping vehicle straight

**Q: Before reversing when out on delivery what do we need to make sure of?**

**A: that there is no one or object behind the vehicle - this might mean that the operator has to get off the Paxster and check rear of the vehicle**

Trainee to repeat this exercise 1 - 2 times for Paxster



# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE

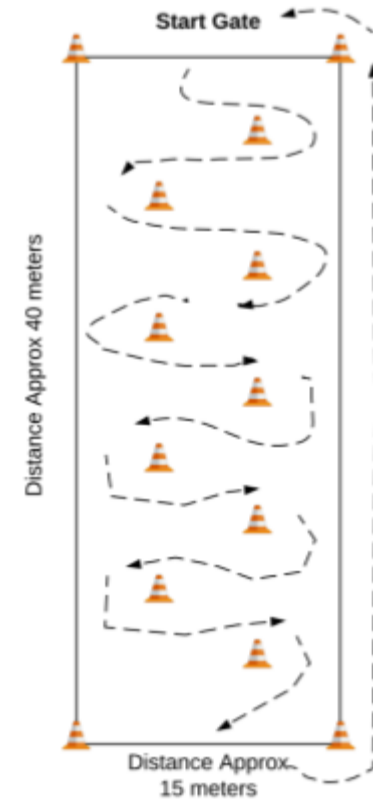


### Slalom Exercise

Trainer to demonstrate

- going round course weaving and turning round the markers (cones or tennis balls)
- taking correct line to be clear of markers
- looking where you want to go (head movement )
- constant slow speed around the cones without having to use the brakes

Trainee to complete exercise and repeat 3-4 times. On the return to the start gate get trainees to practice stopping (stop sign/give way scenario).



### Reverse Slalom

Trainer to demonstrate

- reversing round course weaving & turning round the markers (cones or tennis balls) with trainer
- where the reverse button is on the control
- turn head and look back when reversing
- using mirrors as another option to help reverse however you won't be able see the gutter on the ground using mirrors

Trainer demonstrates using full course

Trainee to complete exercise and repeat this 2-3 times

**NOTE:** Make judgement call on how long trainee spends on this exercise

# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



### Off-set Slalom exercise

Trainer to demonstrate

- going round course weaving and turning round the markers (cones or tennis balls)
- looking where you want to go (head movement )
- constant slow speed around the cones without having to use the brakes

**NOTE:** Make judgement call on how long trainee spends on this exercise

### Offset reverse Slalom exercise

Trainer to demonstrate

- reversing round course weaving & turning round the tight and narrow marked course ( explain the importance of setting the wheels in motion before you start maneuvering the vehicle, this greatly reduces the power that is required for steering )
- looking where you want to go (head movement )
- constant slow speed around the cones without having to use the brakes

On the return to the start gate get trainees to practice stopping (stop sign/give way scenario).

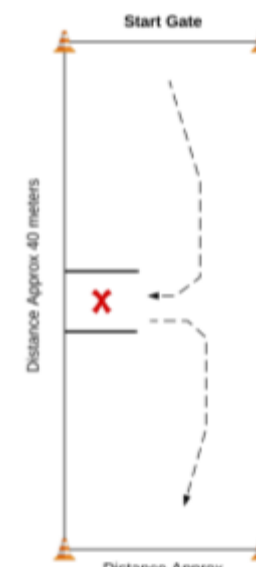
### More Reversing

Trainer to demonstrate:

- Angle reversing into a single car park or narrow marked area
- looking where you want to go (head movement )
- constant slow speed around the cones without having to use the brakes
- using mirrors as another option to help reverse
- check distance of space behind vehicle for any possible obstructions (put brake on and exit vehicle and look behind)
- drive out of space and check exit point (low)

Trainee to complete and repeat this exercise 2 - 3 times. On the return to the start gate get trainees to practice stopping (stop sign/give way scenario).

Use cones to make a parking area so trainee can reverse into. If there is room set up two stations for reverse into park.





# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE

### ON THE ROAD EXERCISES

Theme	Notes	Resources
<p><b><i>Before leaving Car Park and going on the Road...</i></b></p>	<p>After the car park session the Trainer will make a competency assessment of the trainee. If they are successful and the trainee is comfortable to make the next transition from car park to first road ride then they will continue with training.</p> <p>If the trainee has an unsuccessful competency assessment a conversation will take place advising them that they will not be able to partake in the road ride. The trainer will then contact the Team Leader to discuss further training.</p> <p>Trainer to brief trainees on next steps once leaving the car park.</p> <p>Key reminders:</p> <ul style="list-style-type: none"> <li>● Keep self safe</li> <li>● public safe</li> <li>● <i>“If I feel we need to regroup I’ll let you know but only pull over when it’s safe to do so”</i></li> <li>● follow the road rules</li> <li>● talk about road position</li> <li>● if any concerns indicate and pull over to the side of road when it is safe to do so</li> <li>● Comms - for any reason the radios aren't working - pull over in a safe place and Trainer will organise regrouping</li> </ul> <p><b>NOTE:</b> Trainer to work out the order of which trainee goes first, second etc May want the most confident trainee to go first and have the least confident last</p>	<p>each trainee to be set up with communication system before heading out on road</p>
<p><b>First road ride</b></p>	<p>15 - 30mins of dead riding Trainers to decide who (of the trainees) leads the group</p> <p>Give trainees a break and ask some questions or talk through some situations they might have. Trainer to assess and discuss with trainee if they are ready for next road ride (if not then return immediately to base- if trainee is not competent then arrange for alternative transport)</p>	<p>Map out route for dead riding which should include:</p> <ul style="list-style-type: none"> <li>● Low traffic area</li> <li>● intersections/lights/roundabouts</li> <li>● Quiet street for footpath skills</li> </ul>

# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



**Q:**What forms do you need to fill out if you have a incident where vehicle damage occurs

**A:** HS1 and a Vehicle Accident Report

**Q:** Name three ways of conserving your Paxster battery power

**A:** 1 Correct Tyre pressure

2 Smooth acceleration

3 Use of regenerative braking

**Q:** Do you need to do anything when you have a near miss

**A:** Yes fill out a HS1

**When do you indicate when going straight through a roundabout**

**A:** Before exiting roundabout

### Footpath entry/exit exercise - quiet street

Trainer to ask trainee what is important when operating around the footpath. Trainer to demonstrate when approaching footpath from the road:

- work on the delivery vehicle set-up onto the footpath
- have a good look when approaching footpath
- slalom between a couple of driveways and footpath
- importance of keeping off grass verge
- Importance of securing (thumb or hand brake) vehicle
- Importance of right of way for other footpath users

Trainer to demonstrate the correct way to enter and exit footpath from the road ( talk about the consequences of getting the angles of entry and exit wrong )

Trainee to repeat this exercise until able to demonstrate the correct technique consistently with Trainer supervising.

**Q:** Name at least 3 hazards you could encounter on the footpath

**A:** 1 Children and other footpath users

2 cars reversing out of driveways

3 low hanging branches

4 Rubbish day

5 Power box's

6 Broken letter box's

7 Wet or slippery footpath



# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



8 unrestrained dog's

**Q: Are you allowed to have ear phones whilst operating the Paxster?**

A: No. All listening devices are not permitted whilst operating a Paxster unless for the purposes of training. An independent safety assessment on the use of Paxsters concluded that it is vital for Delivery Agents to be able to anticipate and avoid potential collision situations, such as vehicles coming out of a driveway. For this reason, Delivery Agents should not play music or other non-work related broadcasts while operating the Paxster.

# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



### Letterbox simulated exercise

Trainer to demonstrate when approaching footpath from the road:

- work on the delivery vehicle set-up onto the footpath
- have a good look when approaching footpath
- drive along the footpath (avoiding grass) on the left hand side and touch every letter box
- 12 second scan (looking for all hazards - low hanging branches, power poles etc.)
- give way to all other foot path users ( pull over and come to a complete stop if there is room for other foot path users to go past safely or move on to the road out of the way and when safe to do so move back onto footpath )
- foot path position when riding ( are they in the best position to see or be seen when coming to drive ways with high fences - hedges )
- when leaving delivery points: MIRRORS - HEAD CHECK - MOVE ON

### TRAINEES DEMONSTRATE CORRECT FOOTPATH USAGE

Trainer to explain the pro's and con's of parking the delivery vehicle and getting out and walking to a cluster of letterboxes as another option

#### Key points:

- Safest for self - public
- Avoid grass
- Most efficient

Trainee to repeat this exercise with Trainer supervising

Discuss judgements DAs need to make around footpath operation and practice scenarios below:

**Q: Who has right of way on the footpath and what are our options**

A: all other footpath users - we must give way to every one. Move into a driveway, move on to side of the road, or if there is room move to the side of footpath and stop unless clear

**Q: What is the correct procedure before leaving a delivery point**

A: Mirror, Headcheck move on if safe to do so

**Q: is it okay to sort mail while driving**

A: NO - STOP - DELIVER - SORT - RIDE ON

**Q: Is it okay to drive on the grass?**

A: No. One of the conditions for Council footpath use is that we do not drive



# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE

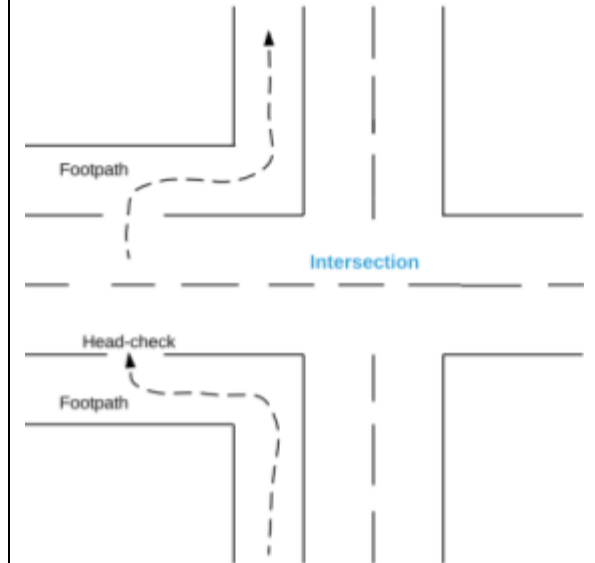


on the grass. Next option is to deliver from road side (if safe to do so). If this is not possible then deliver from the nearest and safest and legal position without blocking, footpath or driveways

### Footpath entry/exit exercise - busy street

Trainer to talk about different options when crossing at busy intersections ( eg. drive around the corner and exit footpath where it is safer to do so )

**Note:** Have a predetermined place where trainer can explain and demonstrate safely the different options



# Delivery Vehicle Training - One day PRACTICAL TRAINING

## FACILITATOR'S GUIDE



<p><b>Tiki tour - long dead ride</b></p>	<p>15 - 30mins of dead riding</p> <p>Trainer to decide who (of the trainees) leads the group</p> <p>Before proceeding give the trainees a break and ask some questions or talk through some situations they might have. Trainer to assess and discuss with trainee if they are ready for next road ride (if not then return immediately to base- if trainee is not competent then arrange for alternative transport)</p>	<p>Map out route for dead riding which should include:</p> <ul style="list-style-type: none"> <li>● different terrain</li> <li>● busy street</li> <li>● quiet street</li> <li>● intersections/lights/roundabouts</li> </ul>
<p><b>Tiki tour - dead riding on hills</b></p>	<p>15 - 30mins of dead riding</p> <p>Trainer to decide who (of the trainees) leads the group</p> <ul style="list-style-type: none"> <li>● Trainer to decide who leads the group ( when going downhill with sharp corners and bends trainer could lead first time and then follow trainees 2nd time )</li> <li>● talk about the importance of riding at the correct speed when approaching twists and bends traveling down hill ( <b>safe speed before entering bends in the road - correct technique when cornering</b> )</li> <li>● when traveling uphill be aware of traffic that you could be holding up ( <b>mirror - indicate - head check - pull over and stop to let traffic pass if able to do safely</b> )</li> <li>● Demonstrate a hill start using full use of all brakes (including the hand brake). Trainee will then complete hill starts until they are competent</li> </ul> <p>Before proceeding give trainees a break and ask some questions or talk through some situations they might have. Trainer to assess and discuss with trainee if they are ready for next road ride (if not then return immediately to base- if trainee is not competent then arrange for alternative transport)</p>	<p>Map out route for dead riding which should include:</p> <ul style="list-style-type: none"> <li>● different terrain - going up or down a hill</li> <li>● busy street</li> <li>● quiet street</li> <li>● intersections/lights/roundabouts</li> </ul>
<p><b>Tiki tour - through busy CBD streets</b></p>	<p>15 - 30mins of dead riding</p> <p>Trainer to decide who (of the trainees) leads the group.</p> <p>Before proceeding give trainees a break and ask some questions or talk through some situations they might have. Trainer to assess and discuss with trainee if they are ready for next road ride (if not then return immediately to base- if trainee is not competent then arrange for alternative transport)</p>	<p>Map out route for dead riding which should include:</p> <ul style="list-style-type: none"> <li>● Different terrain or going up or down a hill</li> <li>● busy street</li> <li>● quiet street</li> <li>● intersections/lights/roundabouts</li> </ul>



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## FACILITATOR'S GUIDE



### Return to Branch

Trainees to demonstrate parking vehicles in correct way and charging ready for next day

Go over with each trainee individually their training competency sign off forms and give feedback. Discuss each competency in detail with Delivery Agent writing in detail of all key points, rules and policy that relates to each competency. Ask Trainee if they are unsure of anything or have any questions.

**Q: what are the last things to check before moving away from Paxster.**

**A: that the hand brake and charging light are on.**

**Q:who is responsible for paying any fines that occur when out delivering on the Paxster**

**A: the Paxster Operator**

**Q: what is the procedure when a vehicle breakdown occurs**

**A: Get in contact with your leader who will organize to get someone out to fix or replace your vehicle, make sure you have more than 1 number to contact if they are unavailable or its after hours**