

2008 Australian Road Patrol Skills Showcase

Event Summary and Review

This article was contributed by



By Mark Williams,
Manager National Technical Support

They are a combination of road safety warriors and motoring nurse maids – they are the public face of Australia’s motoring clubs, they are the clubs’ Road Patrols.

If ever you have broken down the road patrols are available 24 hours a day, seven days a week to help. They are there for you.

To recognise these road patrols and the service they provide for road users, the Australian Automobile Association and constituent motoring clubs this year conducted the first Road Patrol Skills Showcase to highlight their expertise and the service-delivery.

The purpose of the event was “to showcase and assess best practice Road Service Patrol operating procedures, Customer service techniques, OH&S standards, diagnostic techniques and equipment from the Australian Motoring Clubs”.

Five (5) AAA Affiliated Motoring Clubs participated in the event including NRMA Motoring + Services, RACV, RACQ, RACWA and RACT, each providing representative Road Service Patrols (one participant and one support Patrol).



During this event, participating Patrols were assessed in Technical Theory and Practical Tasks incorporating Customer Service role plays and Occupational Health and Safety aspects. A Research Task was also incorporated to assess their ability to quickly locate specific support information.

The Event

Day 1 commenced with the Theory Assessment and Research Task. This paper-based assessment commenced inside NRMA’s Mobile Member Centre where Patrols were able to utilise workstations and were provided with access to Technical support information and the Technical Knowledge Database to assist in the completion of the Research task.



Day 2 commenced with a briefing to the Patrol participants regarding the Practical Assessment and Research Task, where patrols were required to complete six practical tasks, each within a 20 minute time frame. The Practical tasks included Battery Diagnosis, two different Lockout Procedures, a Tyre change and two Engine Management Diagnostic tasks.

After each segment, the assessment team debriefed participants to gain feedback on the process and various aspects of the assessment. This information was recorded and will be used to “fine tune” future events.

The Results

All patrols performed extremely well and certainly ‘stood out’ as an asset to their organisation. Those patrols identified as “Best Practice” were:

- Best Practice in Battery Diagnosis - Ron Hoogkamer - RACV
- Best Practice in Occupational Health & Safety - Gerald Munchow – RACQ
- Best Practice in Lockout Procedures - Gerald Munchow – RACQ
- Best Practice in Diagnosis - Frank Carabetta - RACWA
- Best Practice in Customer Service - Josh Dobie - RACT
- Best Practice in Technical Theory & Research - Jace Wild - NRMA

Additionally, congratulations go to the Support Patrols for their assistance and participation in the event.

Patrol Vehicle & Equipment Displays

A display of the Road Service vehicles from each Club and associated equipment was set up on Day 2 of the event. This provided a fantastic opportunity to showcase individual designs, layout, parts, equipment and special tools.

The Patrols and other key club personnel utilised this segment as an opportunity to compare and discuss individual techniques and associated specialised equipment.

Overall, the event was well received by all those in attendance and strong support to continue with this event each year. The interaction opportunities that occurred for club staff in attendance was invaluable and definitely encourages and nurtures strong national clubs relationships.

The 2009 Road Patrol Skills Showcase will be held in Canberra in March.



Advertisement



Corporate Driver Training

Sub-Contractors Required

Corporate Driver Training Australia is seeking qualified & experienced road safety practitioners to act as sub-contractors. The role primarily involves delivering road safety education & training to experienced drivers working in blue-ribbon commercial organisations. We are particularly interested in sub-contractors located in Sydney, Brisbane & Perth.

Please email your expression of interest to info@cdta.com.au

More information can be found at our web-site www.cdta.com.au or Free Call 1800 249 641