

TECHNICIANS-IN-TRAINING. GENERAL INFORMATION FOR TRAINEES.

(Replaces Issue 4, 1957.)

1. PERSONAL.

- 1.1 As you read this you are a Technician-in-training in the Postmaster-General's Department, a department with a heritage of service to the people of Australia - to your people and to you. Let me say right now - Welcome to our Department, because it is now yours as well as mine. I am sure that you will get as much pleasure out of being with the Postmaster-General's Department as I do, and that like me you will soon have a lot of P.M.G. friends. It is a pleasure, you know, to be of service to people, and service is the main aim of P.M.G. folk. In P.M.G. service you will find personal satisfaction, because our service (yours and mine) helps to make our country - Australia - a great country, a better place to live in and in brief a better democracy.
- 1.2 This friendly pamphlet will give you some information about your new job. Other information will be given to you as you advance through your training course.
- 1.3 As a Technician-in-training (usually called a trainee) you will be trained On-the-Job and at the Technicians' School for five years.
YOU WILL QUALIFY AS A TECHNICIAN if your five years training is satisfactory.
Your training will consist of -

- (i) On-the-Job practice at automatic telephone exchanges, radio stations, telegraph centres, etc., and
- (ii) Lessons, laboratory work and practical work in the Technicians' School.

Your first year of training will be spent in the Technicians' School where you will learn about drawing, first aid, basic electricity and magnetism, elementary telephony, radio and telegraphy.

You will practise on wiring and cabling, repairing and installing simple telephone apparatus and using metal-working tools.

At the end of this year you will be selected for on-the-job training in one of the following aspects of telecom work -

Telegraph Equipment Installation and Service, or
Telephone and Long Line Equipment Installation, or
Telephone and Long Line Equipment Service, or
Radio and Broadcasting Installation and Service, or
Country Service, or
in the larger States, Postal Workshops.

You will be allotted to appropriate depots and stations where you will work for the remainder of your training. During your second, third and fourth years you will also attend lessons and do laboratory work at the Technicians' School in the theory and fundamental principles of telecommunication plant.

If you are working at a country station during this period you may continue your studies by correspondence. You may be allowed time in official hours to do your correspondence lessons and, as well, you will attend the school at intervals for laboratory and practical work.

2. UNSATISFACTORY PROGRESS.

- 2.1 If you do not make satisfactory progress, your appointment may be deferred and you may be transferred to another and perhaps lower paid position in the Fourth Division. If you fail to successfully complete any particular year you may be allowed to repeat that year, at the discretion of the Department and in exceptional circumstances.

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3. APPOINTMENT.

- 3.1 Your appointment to the Commonwealth Public Service is not confirmed until after a probationary period of six months or in special cases up to twelve months. The Public Service Board will finally confirm your appointment on receiving reports from the School that you are progressing satisfactorily and from the Commonwealth Medical Officer that you are medically fit. Until then you are 'on trial' so to speak. Any prior service as a temporary employee does not count as probation.

4. EXAMINATIONS.

- 4.1 Examinations will be held at the Technicians' School in the subjects appropriate to each year. After the final examination each year, a report giving the results of the year's work will be sent to your parents or guardian. Should it be necessary to draw their attention to your lack of progress, an interim report may be sent at any time during the year.

5. TIME OF CLASSES.

- 5.1 You will attend instructional classes during normal working hours, but you must be prepared to attend some classes in your own time if required.

6. HOME STUDY.

- 6.1 You must study in your own time for at least four hours each week so that the lessons given in school hours are properly learnt; remember you are being paid to learn and this homework is one way of showing your appreciation of our Department's help to you in your career.

7. DIARY.

- 7.1 You will keep a diary from the beginning of the second year. The Supervising Technician at your on-the-job station will sign the diary fortnightly, indicating that the diary contains a true account of your activities.
- 7.2 You must make an entry in a diary for each day of on-the-job and school practical training, note any special information relating to the work done, (i.e. unusual faults and special circuits) and record any queries.
- 7.3 The diary will include a summary of the year's on-the-job training and is your protection to see that you do your proper training.

8. COURSE MAY BE VARIED.

- 8.1 The specified course of training will be followed as closely as circumstances permit, but may be varied at any time in your or the Department's interests.

9. HOURS.

- 9.1 While attending full-time at Technicians' School you will work $36\frac{3}{4}$ hours per week on five days per week. When on-the-job you will work the same hours as the officers in the section where you are working.

10. OUTLINE OF TRAINING.

- 10.1 An outline of the training syllabus and a collection of Service notes are attached.

Welcome again fellow P.M.G.-ite, and remember I will be taking a personal interest in you and your progress. Good luck, and a happy future to you.

.....
Principal, Technicians' School.

OUTLINE OF TRAINING SYLLABUS

TRAINEES	YEAR	AT TECHNICIANS' SCHOOL		ON-THE-JOB TRAINING
		LESSONS	PRACTICAL WORK	
All	First	Induction 3 Days Telecom. Principles I. Sect. 1 - Drawing. 15 hrs. First Aid. 6 hrs. " 2 - Basic Electricity. 126 hrs. " 3 - Telephony, Radio & Telegraphy. 126 hrs. " 4 - Telecom. Practice. 132 hrs.	Telecom. Principles I. Section 4 - Telecom. Practice. 44 Wks.	
All	Second	Telecom. Principles 2. Sect. 1 - A.C. 80 hrs. " 2 - Electronics. 65 hrs. " 3 - Line Transmission. 38 hrs.	Telecom. Practice. Prac. work associated with Sections 3 & 4. 58 hrs.	
Tel/L.L Installation		Sect. 4a - Telephony. 95 hrs.		Installation. 46 Wks.
Tel/L.L Service				Service. 46 Wks.
Radio		Sect. 4b - Radio. 95 hrs.		Installation and Service. 46 Wks.
Telegraph		Sect. 4c - Telegraphy. 95 hrs.		Installation and Service. 46 Wks.
Tel/L.L Installation	Third	Telecom. Principles 3. Sect. 1 - L.L. Equipment. 131 hrs. " 2a- Telephony. 147 hrs.	Telecom. Practice. Prac. work associated with Sections 1 & 2. 58 hrs.	Installation. 46 Wks.
Tel/L.L Service				Maintenance. 46 Wks.
Radio		Sect. 1 - L.L. Equip. 78 hrs. " 2b- Radio. 200 hrs.		Studio operation and maintenance. Pick up duties. 46 Wks.
Telegraph		Sect. 1 - L.L. Equip. 78 hrs. " 2c- Telegraphy. 200 hrs.		Maintenance. 46 Wks.
Tel/L.L Installation	Fourth	Telecom. Principles 4. Sect. 1a - Telephony. 74 hrs. L.L. Equipment. 73 hrs.		Metro and/or country install- ation. 44 Wks.
Tel/L.L Service				Maintenance. 44 Wks.
Radio		Sect. 1b - Radio. 147 hrs.		Transmitter operation and maintenance. 44 Wks.
Telegraph		Sect. 1c - Telegraphy. 147 hrs.		C.T.O. Maintenance. 44 Wks.
All	Fifth	Full time on - the - job Training.		

NOTE: Country trainees may do lessons by correspondence with periods at the School for laboratory and practical work, and will work at the station to which they are allotted or at neighbouring stations.

11. THE POSTMASTER-GENERAL'S DEPARTMENT - SERVICE NOTES.

11.1 These notes will help you to understand the main rules which govern your conduct and service in our Department. A brief outline of the functions and organisations of the Department will be given to show the work of the various branches, avenues of control, promotion, etc., and your part in the organisation.

11.2 The Postmaster-General, as a Cabinet Minister in the Federal Parliament, controls the Department through the Director-General, Posts and Telegraphs. The operations of the Department are defined by certain Acts of Parliament amplified by Regulations. The more important of these are -

Posts and Telegraphs Acts and Regulations,
Commonwealth Public Service Acts and Regulations,
The Audit Act and Treasury Regulations.

The Department's functions are briefly -

- (i) Communications, which includes mails, operation of telephones, radio and telegraphs, remittance of money.
- (ii) Subsidiary functions such as payment of pensions, etc.

The Headquarters of our Department decides just how the above functions are to be done. Headquarters is divided into Divisions and Branches as follows -

Engineering Division.
Postal and Transport Services Division.
Telecommunications Division.
Finance and General Services Division.
Accounts Branch.
Personnel Branch.
Organisation and Methods Branch.

The head of our Division - the Engineering Division - is called the Assistant Director-General, Engineering, and has the additional title of Engineer-in-Chief.

11.3 Our State. The head of our Department in our State is the Director, Posts and Telegraphs.

As at Headquarters, each State is further sub-divided into Divisions and Branches controlled by either an Assistant Director or a Superintendent. The head of the Engineering Division in our State is the Assistant Director, Engineering.

11.4 Functions of Divisions in our State.

Engineering Division - under the Assistant Director, Engineering, does all the installation and maintenance of telecommunication equipment. As this is our Division, although we must not forget that we are part of a team, some more information is given in para. 11.6.

Postal and Transport Services Division - responsible for the collection, transmission and distribution of mails, and counter business at Post Offices - also controls transport equipment used in all branches, except vehicles and mechanical aids regularly used in the Engineering Division.

Telecommunications Division - deals with the commercial side of telephone services, such as applications for telephones, rentals, complaints, etc. Applications for telephone services are made by the public to this Division which issues an order to the Engineering Division for the work to be done to provide the service. The actual work in providing and maintaining the service is thus done by our Division - the Engineering Division.

Responsible for the granting of licences for civil radio communication services, listener's licences, examinations for certificates, detection of unauthorised transmitters, etc.

Controls all telegraph traffic, including international, interstate, intrastate and phonogram traffic. The installation and maintenance of telegraph equipment (and indeed all technical apparatus) is a function of the Engineering Division.

11.5 Functions of Branches in our State.

Accounts Branch - in each State is controlled by the Accountant and is responsible for the accounts system, collection of revenue, etc.

Buildings Branch - responsible for the provision and maintenance of sites, buildings, furniture, etc., required by the Department.

Personnel Branch - controls all staff matters such as promotions, transfers, leave, welfare, records, etc.

Stores and Contracts Branch - purchases stores and issues material required for all branches of the Department.

11.6 Engineering Division. The Engineering Division is divided into Branches, Sections and Field Divisions, each controlled by an Engineering Officer. For example, field divisions are usually controlled by Divisional Engineers who are assisted by Group Engineers.

The Divisional Engineer and Group Engineer operate through the Supervising Technicians at the various Radio Stations, Telegraph Centres and Telephone Exchanges and the Principals in charge of Training Schools. The Supervising Technician (and Senior Technician) controls such matters as conduct and punctuality and work done by the staff under his control and prepares plans, estimates, etc., to ensure efficient working of the Exchange or Installation as the case may be.

Senior Technicians are continually in touch with the Technicians, Technicians' Assistants and trainees on their staffs and allot jobs, give instructions and generally supervise the staff.

The Technicians' School is part of the Engineering Division. The School is controlled by the Principal Mr.

If you have any question about your job as Technician-in-training you should see Mr.

12. PUBLIC SERVICE ACTS AND REGULATIONS.

12.1 These Acts and Regulations cover conditions of employment in the Commonwealth Public Service, provide disciplinary measures, and safeguard your rights as a member of the Postmaster-General's Department. As a trainee, the regulations which you will require knowledge of more than any other are those about leave, and it is particularly important that these regulations be complied with, as failure to do so may result in loss of pay. The procedure with which you must conform, when in the school and in succeeding years when in the field, is as follows.

12.2 Sick Leave.

Notification of Absence - If you are prevented by illness or other emergency from reporting for duty, you must notify your Supervising Officer before 10 a.m. on the first day of illness. Notification may be made by telephone or telegram or by written or personal advice by a messenger.

If the notification of absence is received later than 10 a.m. or if no advice is given, you will be required to furnish an explanation, and if the delay in notification is not shown satisfactorily as being unavoidable, it may result in loss of pay.

While at Technicians' Schools - During 1st year and in subsequent years while at schools for training, notifications of absence must be made to the Principal

at the School (Telephone) before 10 a.m. on the first day of absence.

During On-the-Job Training - Notification that you will be unable to report for duty must be sent to the Supervising Officer on whose staff you are working, and an application for sick leave sent through the Supervising Technician at the particular Exchange, Installation Staff, etc.

If on completion of sick leave you resume duty at a different station (e.g. Technicians' School), it is your responsibility to advise the Supervising Technician at the station where you were employed when sick leave commenced, that you have resumed duty.

Sick Leave Application - An application for sick leave should be made within 48 hours of the start of the leave and should be on the official form. If a form is unavailable an application must be written as follows:-

(Your Supervising Officer)

I apply for sick leave from (date) to (date),
inclusive as I ^{was}_{am} suffering from

(Signed)

T.I.T. year.

(Give following particulars) Full Name (Block letters)

10.2.61 NONE

Private Address

(Doctor's Certificate, if required, should accompany application.)

Sick Leave Without Medical Certificate - The maximum number of single day absences on sick leave that may be granted without a Medical Certificate is limited to four in each sick leave year (Regulation 54).

Example:- If your commencement date is 16.1.61, you may be granted up to four days sick leave without a medical certificate within the period 16.1.61 to 15.1.62 (your sick leave year). Any additional sick leave must be covered by a medical certificate to avoid loss of pay. You then become eligible for a further four days sick leave without a medical certificate for the period 16.1.62 to 15.1.63 and similarly for each succeeding 12 months.

These four days, however, may be granted in a continuous period without a certificate. In such cases if the original notification did not indicate the duration of illness and a further day's absence is necessary, you must again advise the Supervising Officer before 10 a.m. and on return to duty make an application for sick leave.

If you are absent on more than four days in any sick leave year you must produce a medical certificate, otherwise you will lose pay.

Four days in any sick leave year is a total; that is, if you have taken two single days without a certificate you are only entitled to a further two days in that sick leave year without a certificate.

If you are on sick leave immediately before and after a public holiday, the holiday is regarded as sick leave.

Sick Leave with Medical Certificate - For sick leave beyond that just mentioned, an application, with a doctor's certificate stating nature and probable duration of illness, should be sent within 48 hours. In cases where sick leave has been granted and necessity arises for a further period, a prompt application, with another medical certificate, must be made.

When on Sick Leave - Don't Leave Home.

An officer on sick leave must remain at home, unless instructed by his Medical Officer to do otherwise, so that he may be visited by the Commonwealth Medical Officer if necessary.

Sick Leave Credits - On taking up duty as a permanent officer you are eligible for sick leave on the following scale:-

2 weeks on Full pay.
2 weeks on Half pay.

Credits are allowed at the following rate for every year of service:-

2 weeks on Full pay.
2 weeks on Half pay.

These credits accumulate over the years, less whatever sick leave is actually taken either with or without a medical certificate.

Remember - When you are too ill for duty your supervisory officer must be advised before 10 a.m. If your absence is likely to exceed four days or you have already been absent on other days without producing a medical certificate, which combined with this absence will exceed four days, you must forward an application and a medical certificate within 48 hours.

12.3 Dental and Optical Leave - If you require treatment as a matter of urgency, or where physical disability due to these causes prevents you from performing duty, leave of absence may be granted.

12.4 Accident Leave - Should you have an accident of any description whilst on duty you must report immediately to the Instructor in charge, or Supervising Officer.

For the purposes of compensation, you are considered to be on duty from the time you leave home until the time you return home, provided that you do not depart from the normal and most direct route possible between home and work. For accidents which occur during lunch-hour, the determination of compensation depends on the circumstances governing the accident.

In connection with accidents occurring either at work or when travelling to and from work, it is advisable, if possible, to obtain a report from an eye-witness of the accident. This helps to obviate any dispute over the validity of a claim for compensation.

Delay in reporting an accident may prejudice any claim you may later decide to make.

An accident report is necessary even in cases of minor mishaps, for what may appear of no consequence at the time of happening sometimes develops into a serious matter, and if an accident report has not been submitted, you may easily suffer substantial loss because of the difficulty of proving that the accident occurred on duty.

Minor mishaps, such as cuts, scratches, bruises, etc., must be reported at once to the nearest First Aid Officer.

If First Aid is ministered by you or some other person, not the First Aid Officer of the section, notify the Supervising Officer as soon as possible, and submit an accident report.

Applications for accident leave must include the general information necessary in sick leave applications (full name, address, designation, hours of duty, 5 or 6 day week) as well as the complete written report of the accident.

- 12.5 Special Leave. If you require special leave send an application to your Supervisory Officer stating the reason, date and leave required. Give ample notice of the leave if possible.

Special leave is granted without question in the event of the death of an immediate relative. The application for leave should give your relationship to deceased, date of death, date of funeral and if obtainable a cutting from the funeral notice in a daily paper should be attached.

Special leave with pay may be granted to sit for a Departmental examination or any examination which will be of benefit to you in your future career in the Service. An application should be made in the normal manner stating date, time, etc.

Provided you give 7 days notice, you may apply for special leave without pay; the application must state the reason for the leave (personal business is not accepted as a reason), date and that leave is without pay. If your reason for the leave is private see the Principal or your Supervisory Officer.

Where you are on leave without pay on the day before and the day after a public holiday, no payment will be made for the holiday.

- 12.6 Citizen Forces Training. An application for leave of absence to attend this voluntary training must be made, with evidence from Service authorities in support of application to be sighted by a responsible officer (Principal or Supervising Technician) and on return from leave a notice from the Commanding Officer of the unit to the effect that the training has been attended must be submitted.

- 12.7 Recreation Leave. You are allowed three weeks' recreation leave each year; you will not be eligible for recreation leave until you have completed one year of service; from then on leave is due at the beginning of each calendar year. Because of training programmes, lessons, etc., you will as a rule, take your holidays in January of each year during your five year course.

- 12.8 Superannuation. Under the Superannuation Act you must contribute to the Superannuation Fund. Contributions are made on the basis of retirement at the age of 60 or 65, the choice being made by you. In the absence of instructions as to the retiring age, deductions from your pay are made as for a retiring age of 65. Contributions are made jointly by the officer and the Commonwealth and pensions are paid on retirement or if retired for health reasons.

Contributions are taken on a unit system, each unit having a certain pension value, and the number of units contributed for depends on your annual salary, the rates being adjusted according to age at joining and on reaching certain rates of salary. Your contributions commence when your appointment is confirmed.

However, trainees under 20 years old contribute for the same number of units as a person 20 years old.

For further information see paras. 12 "New appointees" page 5, and 16 "Definition of salary" page 6 of Superannuation Act booklet.

12.9 Punctuality. Punctuality is essential at all times. You must give an explanation for lateness and if this is not satisfactory, disciplinary action will be taken and could lead to loss of salary.

★ 12.10 Increments in Salary. Increments in salary are annual but are subject to your good conduct, diligence and efficiency, & special conditions apply if a year of training is repeated.

12.11 Allowances. Certain allowances may be paid to you in addition to salary; those that may interest you are:-

Living Away from Home Allowance - If you have to live away from home you may be paid an allowance to ensure you have a reasonable sum left after you have paid your board and lodging. The cost of living is taken into account in determining this allowance which at present provides approximately £3.10.0 per week clear after paying for board and lodging (includes all meals, laundry and cut-lunches), taxation and superannuation.

Excess Fares and Petty Cash - Any fares expended above the normal fares to your Head station may be claimed on the appropriate form obtainable from your Supervising Officer. All details required must be shown and in all cases the most economical means of travel on a weekly basis between home and temporary station must be used.

Head Station. During the 1st year of training, your head station will be at the school to which you are attached for that period.

Your head station in your 2nd to 5th year of training will be the exchange or depot to which you are allotted in a particular year.

You may be required to work overtime provided that it does not affect your school studies.

12.12 Outside Work - Working for payment outside the Public Service without the authority of the Public Service Board is expressly forbidden.

12.13 Secrecy - In Telephone Exchanges and subscribers premises you will overhear and see things which must be kept secret and not discussed with any other person.

The Commonwealth Crimes Act and the Posts and Telegraphs Act prescribes severe penalties for disclosing official business to unauthorised persons and for any other serious misconduct.

12.14 Misuse of Departmental Facilities. Technicians-in-training are in a position of trust in having access to Departmental facilities such as local and trunk telephone circuits, official mail service and transport. You must be careful not to abuse this trust by using these facilities for personal reasons.

13. COURSE OF TECHNICAL INSTRUCTION.

13.1 The Course of Technical Instruction has been written to assist Technical officers to do their duties proficiently and to help in examinations. From time to time the course has been revised to cover new subjects and equipment, and new books have been added.

At the present time the Course of Technical Instruction is the official departmental handbook of Telecommunication (Radio, Telegraph, Telephone and Long Line) Principles and it is used in our schools as text and reference books on the various subjects which are taught.

The following books comprise the course -

Drawing for Telecommunication.	Telegraphy I.
Applied Electricity I.	Radio I.
Applied Electricity II.	Radio II.
Practical Mathematics II.	Aerial Lines I.
Telephony I.	Aerial Lines II.
Telephony II.	Cable Jointing I.
Telephony III.	Cable Jointing II.
Telephony IV.	Conduit Construction.
Telephony V.	Building Construction.
Long Line Equipment I.	Engineering Workshop Practice.
Long Line Equipment II.	Basic Mathematics.
Long Line Equipment III.	Practical Science.

The price of each book is 4/- and application forms for the books are available at the school. Any officer of the P.M.G. Department may obtain any or all of the above books for his own personal use.

Free Issue - Those books which directly bear on the subject being taught will be issued free to you. You are personally responsible for the books issued to you. Any loss or damage will have to be made good.

On every lesson day, the appropriate books must be brought to the classroom. Failure to bring the books will be regarded as lack of interest and the trainee responsible may be debarred from participation in the lesson. Persistent failure in this regard will be referred to the Principal for disciplinary action.

In cases where an error is discovered in a book (page missing, reversed, etc.) it will be replaced if returned.

14. CARE AND RESPONSIBILITY OF TOOLS.

14.1 You will be issued with tool kits sufficient to do your duties in each particular stage of training. This applies both whilst in the school for practical training and on-the-job.

Responsibility for these tools rests entirely with you and any tools lost or damaged carelessly must be paid for.

If a locker or drawer key is lost, report it at once - you may be charged for it.

Benches and drawers allocated to you while in the school must be kept in good order and condition and in a tidy state. A serious view will be taken of any misuse or defacement of benches, tools and other equipment. Lockers and drawers must be kept locked at all times.

All tools drawn from the Store for special work must be returned immediately after use.

- 14.2 Protective Clothing. Protective clothing such as overalls, dust-coats and waterproof greatcoats will be issued to you as required during your training. You are responsible for laundering overalls and dust-coats when on issue to you. Protective clothing will be recorded on your Tool Register and you will be held responsible in cases where coats, etc., are lost or suffer unreasonable damage due to negligence.

If you are working at an Exchange where lockers are not provided, you should see the Exchange Storeman and request that your coat and overalls be locked away. You are responsible for any loss or damage if you do not take this precaution.

- 14.3 Tool Bags. Your tool bag should always be locked when left unattended and if lockers are not available, similar precautions as for overalls etc., should be taken to safeguard them, (request Storeman to lock in Store).
- 14.4 Loss of Tools, etc. Any loss of tools, coats, etc., must be reported in writing to the Principal or Supervising Technician.
- 14.5 Identification Discs. An identification disc will be issued to you if you are working on Subscriber's premises or if you may be required to produce some identification.

Particular care must be taken with them to avoid loss, but if lost, report this immediately in writing.

15. USE OF TELEPHONE.

- 15.1 You must know and be able to demonstrate the correct manner of operating a telephone or switchboard with particular reference to the different "tones" used. (Dial, Busy, etc.)

The correct manner of answering a telephone is very important. In meeting subscribers and the public generally it is your duty to set an example in this regard. As a Caller declare yourself when answered. It is your duty as a caller to introduce yourself and not to begin asking questions of the person who answers, whilst leaving him in the dark as to who you are.

When answering an inward call always state the number of the telephone and your name, for example, "55 1111 - Jones", or "76 8473 - Technicians' School". This is particularly important to assist callers from Public Telephones.

For a person to pick up a telephone in response to a call and merely say "Hello", only indicates that the call has been answered and in the case of a call from a Public Telephone, the pennies have to be deposited to enquire if the number is the correct one. A great many complaints could be avoided by following the correct procedure, which is:-

- (i) Answer all telephone calls promptly.
- (ii) Where any officer, whose duty it is to normally answer a telephone call is busy, the nearest officer available should immediately answer and endeavour to satisfy the caller.

16. PUBLIC RELATIONS.

- 16.1 You will realise that the treatment you get from others largely depends on your own conduct. This principle will apply particularly to the transactions between you and subscribers.

The need for courtesy in relations with the public is most essential, and in every instance YOU MUST CONDUCT YOURSELF IN SUCH A WAY THAT CREDIT IS REFLECTED ON YOU AND YOUR DEPARTMENT.

The Technician who meets the subscriber in an efficient, courteous and business-like manner will command respect and be treated with the respect due to a skilled tradesman.

The Subscriber, however, will view with disfavour a technician who is ill-mannered and slovenly in his work and without proper respect and regard for private property. If you do your duties in a thorough and efficient manner, you will not only have the personal satisfaction of knowing that you have done a good job, but you will also increase the respect and confidence of the public in the Department.

Don't discuss facilities available, rentals, etc.; you should refer such enquiries to your Supervising Officer.

Above all, create goodwill; remember there will always be another Technician to follow later and if you do not return the keys, ladder, etc., that you may have borrowed, the second officer is in disfavour before he even starts the job.

This also extends to your relations with other Sections and Divisions, such as the Lines Section, Costing Section, Telecommunications Division, etc.

- 16.2 Other points to be remembered are:-

- (1) Be courteous and business-like especially while on subscriber's premises.
- (2) Smoking on subscribers' premises is not permitted.
- (3) Dress neatly and discreetly, as an untidy appearance detracts from your technical efficiency.
- (4) Always remain courteous to the subscriber even though his manner may be provocative. Be tolerant of technical ignorance regarding telephone apparatus; remember he has not been trained in its technical functions.
- (5) Take care to avoid accidents and put the subscriber to as little inconvenience as possible. Avoid unnecessary interruptions of the subscriber's service.
- (6) Don't be a blowhard nor give your personal opinions of your Department's procedures or policies. It is your job to implement these and criticism about them to subscribers won't help the subscriber, our department or YOU!
- (7) Don't tell a subscriber that his line is faulty unless tests prove this. And even then be careful not to give an impression that he is always having trouble. If there is a genuine fault try to handle it in so personal a manner that the subscriber will remember the efficiency of your repair service rather than the annoyance of the fault.
- (8) Remember, adverse reactions quickly come from the public if you do not observe the above rules. And remember also that it is our job and privilege to give SERVICE, efficient service.

E N D.