
Overview

This standard is about allocating and monitoring the work activities of others in the Tram and Tramway environment. You will be able to identify the work activities to be undertaken and prepare a plan, ensuring that the appropriate resources are available, and the activities can be completed within the timescales required. You will be able to allocate work activities to others, ensuring that they are able to meet the competency requirements set by the organisation. You will be able to monitor the progress and quality of the work and deal with any issues in line with organisational procedures.

You will know and understand the principles of allocating and monitoring work activities to others as well as the importance of allocating work fairly, taking into account competency and learning needs of others.

This standard is for those who work in the Tram and Tramway environment at supervisor/technician level.

Performance criteria

You must be able to:

- P1 confirm the work activities to be undertaken in the Tram and Tramway environment in line with organisational procedures
- P2 identify and evaluate the priority work activities
- P3 prepare a plan of work activities to be completed and the timescales involved
- P4 confirm the resources required to undertake work activities are available and meet organisational requirements
- P5 allocate work activities to **others** in the Tram and Tramway environment
- P6 confirm that those carrying out the work activities meet the competency requirements set by the organisation
- P7 undertake a briefing, to confirm that all attendees have understood their role in the planned work activities
- P8 monitor the progress and quality of the work activities
- P9 manage requests for additional support and resources in line with organisational procedures
- P10 provide feedback to others on the progress and quality of their work activities

Knowledge and understanding

You need to know and understand:

- K1 the types of **methods and techniques** for planning and prioritising multiple work activities in the Tram and Tramway environment
- K2 the importance of completing work activities within the timescales required by your organisation
- K3 how delays to work activities can affect **stakeholders** and the operational Tramway
- K4 how to obtain the required resources for the work activities to take place
- K5 the methods and techniques for confirming the resources meet organisational requirements
- K6 the organisations quality levels and procedures in relation to work activities and their outcomes
- K7 the importance of confirming the competence requirements of those working in the Tram and Tramway environment
- K8 the **principles** of allocating and monitoring the work activities of others
- K9 the importance of allocating work activities, taking into account current competency levels and learning needs
- K10 how to undertake a briefing confirming the required information has been received and understood by those attending
- K11 the different types of methods and techniques for motivating others to complete work activities to the standard required by your own organisation

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Scope/range related to performance criteria

P5 **Others** may include; members of own team, members of other teams, contractors, suppliers.

Scope/range related to knowledge and understanding

K1 **Methods and techniques** may include; to-do lists, reviewing workloads, setting realistic deadlines, avoiding distractions, using technology (e.g. an asset management system), procedures and work instructions.

K3 **Stakeholders** may include; **colleagues, contractors, pedestrians, road users, businesses, landowners, councils, general public, emergency services, transport operators, passengers, customers.

K8 **Principles** may include; identifying and defining the work activities, confirming the personal required (number and competence), confirming understanding, ensuring responsibility and accountability is understood, monitoring progress.

Glossary

Tram

Tramcars, tram vehicle, and any other rail vehicles that operate on tramways. It includes one or more trams coupled together and includes non-passenger-carrying vehicles.

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Tramway environment

Includes the tramway (a set of rails, switches and crossings which form the route of a Tram) , infrastructure (fixed assets used for the running of the Tram transport system, including, the tramway, bridges, tunnels, stops, stations and fixed equipment for signalling, communications and electrification), depots, stabling yards.

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