
Overview

This standard is about providing engineering technical advice and support to professional users of Tramway following a fault, failure or situation where specialist technical assistance is required. It includes being able to source information with regard to the support required and providing detailed information and instruction either remotely or on site. The level and detail of the technical advice may vary but will be in accordance with approved specifications, documents and manuals. You will need to know and understand the different questioning techniques used to ensure all the information regarding the fault, failure or situation is gathered. Being able to identify patterns and trends in faults, failures and situations is an important aspect of this standard.

This standard is for those who work as an engineering technician/supervisor in the Tram and Tramway environment.

Performance criteria

You must be able to:

- P1 confirm you are wearing the correct PPE (Personal Protective Equipment) and following the relevant **health and safety procedures**
- P2 establish the circumstances of the **fault, failure or situation**
- P3 identify the engineering technical advice and support required by **professional users** of the Tramway
- P4 source and analyse **relevant information** relating to the fault, failure or situation
- P5 ask questions to gain further information regarding the fault, failure or situation and the effect on the surrounding highway and environment
- P6 provide engineering technical advice and support using approved methods and organisational procedures
- P7 confirm that engineering technical advice and support has been understood by the professional user
- P8 initiate **follow up activities**, as required
- P9 review your engineering technical advice and support given to identify potential patterns and trends in faults, failures or situations
- P10 report suspected patterns and trends in line with organisational procedures
- P11 report and record your engineering technical advice and support activities in line with organisational procedures

Knowledge and understanding

You need to know and understand:

- K1 the relevant health and safety procedures appropriate to the activity including safe systems of work
- K2 the different types of Tramway infrastructure, systems and equipment used by your organisation
- K3 the level and type of engineering technical advice and support that can be given to other professional users of the Tramway
- K4 how to establish the circumstances of the fault, failure or situation
- K5 how faults, failures and situations involving the Tramway can affect the surrounding **highway and environment**
- K6 the different questioning techniques that can be used to establish **further information**
- K7 the importance of confirming information given has been received and understood
- K8 the range of follow up activities and when these are used
- K9 the importance of reviewing your engineering technical advice and support for suspected patterns and trends
- K10 the organisational procedures for reporting and recording engineering technical advice and support

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Provide engineering technical advice and support to professional users of the Tramway



Scope/range related to performance criteria