
Overview

This standard is about supporting individuals by mentoring in the Tram and Tramway environment. It is about being able to recognise when individuals require support and being able to provide them with information and resources to develop their knowledge and skills to perform effectively in the workplace. You will be able to use methods and techniques to support and guide an individual to develop and improve their knowledge and skills without compromising your own work commitments.

You will know and understand the importance of mentoring and how to ensure that the appropriate environment is created. You will also know and understand the different mentoring methods available and how these can be tailored to provide individuals with the opportunity to build their knowledge and demonstrate their skills in a supportive environment.

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

Performance criteria

You must be able to:

- P1 identify opportunities to support **individuals** by mentoring in the Tram and Tramway environment
- P2 use **mentoring methods and techniques** that are suitable to work activity and the individuals learning requirements
- P3 check that individuals are making progress with improving their skills
- P4 help individuals' source and follow information resources relevant to their work
- P5 provide individuals with suitable opportunities to demonstrate their skills, where relevant
- P6 give individuals feedback on their progress
- P7 support individuals to align their behaviour with the expectations of the organisation
- P8 discuss issues raised by individuals in accordance with your organisational procedures
- P9 report any mentoring problems in line with organisational procedures
- P10 complete records of mentoring activities in line with organisational requirements

Knowledge and understanding

You need to know and understand:

K1 the **importance** of providing support to individuals by mentoring in the Tram and Tramway environment
K2 the organisational policies, procedures and guidelines relating to mentoring activities
K3 how to create a **suitable** environment for mentoring activities
K4 how to balance mentoring activities with your own workload
K5 the relevant methods and techniques that could be used to support individuals during mentoring activities
K6 how to tailor mentoring activities to suit an individual's requirements
K7 the sources of support from your organisation if questions are raised that are beyond your level of competence
K8 how to complete records concerning mentoring individuals in the Tram and Tramway environment

Scope/range related to performance criteria

P1 ****Individuals**** may include; new starters, individuals unfamiliar with a particular technical skill/location/asset/equipment, individuals with a need to increase workplace knowledge and skills, individuals experiencing difficulty in specific aspects of their work, trainees, apprentices and others on development programmes. P2 ****Mentoring methods and techniques**** may include; verbal instruction, demonstration, repetition and practice, question and answering, praise, feedback.

Scope/range related to knowledge and understanding

K1 ****Importance**** may include; building and enhancing own reputation, builds confidence of self and others, closes skills gaps, closes knowledge gaps, builds relationships, increases the productivity of a team, helps people stay updated with the latest technology, supports personal development plans. K3 ****Suitable**** may include; safe, quiet, free from distraction, positive (behaviours, attitudes and emotions).

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.

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.

UKTTE08

Support individuals by mentoring in the Tram and Tramway environment



Developed by	UK Tram
Version Number	1
Date Approved	30 Mar 2021
Indicative Review Date	31 Mar 2024
Validity	Current
Status	Original
Originating Organisation	n/a
Original URN	None
Relevant Occupations	Engineering and Manufacturing Technologies, Transportation Operations and Maintenance
Suite	Tram Engineering, Tramway Engineering
Keywords	Tram, Tramway, mentoring, skills, support.