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## Overview

This standard is about delivering a group training session in the Tram and Tramway environment. It is about being able to use a range of training methods and techniques which meet organisational requirements for equality, diversity and inclusion and enable learning in a group environment. You will know and understand the principles of learning and development in a group setting as well as being able to tailor activities to suit specific learner requirements and group dynamics. You will be able to support learners to apply their new knowledge and skills and reflect on their own experiences. You will be able to provide feedback to the group and report any issues relating to the training session in line with organisational procedures. At all times you will adhere to the health and safety requirements of your organisation as well as the safe systems of work in place in the Tram and Tramway environment.

This standard is for those who work in a training role at supervisor level in the Tram and Tramway environment.

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## Performance criteria

### You must be able to:

- P1 identify the purpose and outcome of a group training session
- P2 use a range of **methods and techniques** to deliver a group training session in the Tram and Tramway environment
- P3 confirm the learning methods and techniques meet organisational requirements in relation to equality, diversity and inclusion
- P4 manage **risks** to the health and safety of the participants in a group training session
- P5 identify opportunities for individuals to develop and apply new knowledge and skills
- P6 provide opportunities for the group or individuals within the group to feedback on their progress
- P7 adapt the learning methods and techniques to suit specific requirements or group dynamics
- P8 support individuals to reflect on their own progress
- P9 provide feedback to the group and individuals whilst delivering the group training session
- P10 report any identified training session issues in line with organisational procedures
- P11 complete any records of training session activities in line with organisational requirements

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## Knowledge and understanding

### You need to know and understand:

K1 the principles of learning and development in a group training session K2 how to identify the purpose and outcome of a training session K3 the **\*\*potential barriers\*\*** to learning in a group training session K4 the methods and techniques used to deliver a training session in the Tram and Tramway environment K5 the importance of confirming learning methods and techniques meet organisational requirements in relation to equality, diversity and inclusion K6 the types of risks associated with a group training session in the Tram and Tramway environment K7 the different ways to adapt learning methods and techniques to suit specific requirements and group dynamics K8 how and when to support and involve individuals in the group training session and reflect on their own progress K9 the importance of providing feedback to the group and individuals within the group training session K10 the sources of support from your organisation if issues are raised that are beyond your level of competence K11 how to complete records concerning training sessions in line with organisational requirements

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### Scope/range related to performance criteria

P2 **Methods and techniques** may include; discussion, skills practice, case studies, simulations, group interaction, vehicle/infrastructure walk arounds, presentation, small group working, demonstration, assessment, self-assessment, question and answering, feedback.

P4 **Risks** may include; safeguarding, discrimination, injury, accident, application of legislation, number of people.

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Scope/range related to knowledge and understanding

K3      **Potential barriers** may include; fear and uncertainty, conflict between group members, lack of confidence, environmental, language, cultural. \*\*

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## 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.

UKTTDT07

Deliver a group training session in the Tram and Tramway environment



|                          |                                    |
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| Suite                    | Tram Driver Trainer                |
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