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| Overview | This standard is about promoting effective communication when training in a Tram and Tramway environment. You will be expected to select the most suitable method, technique and approach when communicating and use communication techniques to facilitate learning in the Tram and Tramway environment. You will know and understand ways in which to encourage individual and groups to communicate and how to adapt the style and content of the communication to meet the needs of individuals and groups. You will be able to use communication techniques to provide support to individuals when dealing with difficult, complex and sensitive issues as well as being able to maintain the confidentiality of the information communicated.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: | 1. select and use the most suitable method, technique and approach when communicating with individuals or groups in the Tram and Tramway environment
2. identify different ways to support individuals or groups to communicate with you
3. use communication techniques to facilitate learning in the Tram and Tramway environment
4. adapt the style and content of your communication to meet the needs of individuals or groups
5. use communication techniques to provide support to individuals when dealing with difficult, complex and sensitive issues
6. confirm that the information you are communicating has been understood and clarify points where necessary with individuals or groups
7. maintain and respect the confidentiality of information communicated
8. complete and store all relevant documentation in line with organisational requirements

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| Knowledge and understandingYou need to know and understand: | 1. the relevant organisational procedures and codes of conduct when communicating in the Tram and Tramway environment
2. the importance of promoting effective communication in the Tram and Tramway environment
3. the different methods, techniques and approaches used when communicating effectively with individuals or groups in the Tram and Tramway environment
4. the ways to encourage individuals or groups to communicate with you
5. how to adapt communication styles in ways which are suitable to the requirements of individuals or groups
6. the types of difficult, complex and sensitive issues you may be expected to support individuals on within your own area of responsibility
7. the importance of confirming the information you are communicating has been received and understood with individuals and groups
8. the principles of confidentiality, security and the sharing of information when communicating within your own area of responsibility
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**Additional Information**

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| Scope related to performance criteria |  |
| Scope related to knowledgecriteria |  |
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**Additional Information**

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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.**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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| **Developed by** | UK Tram |
| **Version number** | 1 |
| Date approved |  |
| Indicative review date |  |
| Validity | Current |
| Status | Original |
| Originating organisation | New NOS |
| Original URN | New |
| Relevant occupations | Transport Operations and Maintenance |
| Suite | Tram Driver Training |
| Key words | Tram, Tramway, communication |