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| Overview | This standard is about using digital and remote technologies to support learning in the Tram and Tramway environment. You will be able to confirm, set up and deliver training and support using digital and remote technologies. You will know and understand the range of digital and remote technologies available to you and the potential issues in accessing and using these technologies. You will be able to provide support to learners on the access and use of the digital and remote technologies and know and understand the potential impact of using these technologies on the learner. You will be able to monitor and assess the use of the digital and remote technologies and be able to suggest improvements or changes in line with your organisations requirements.  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. confirm the digital and remote technologies to be used 2. access information and documentation relating to the digital and remote technologies to be used 3. set up and use digital and remote technologies in the Tram and Tramway environment 4. present a professional image when using digital and remote technologies in line with organisational procedures 5. monitor and assess the use of digital and remote technologies by learners in the Tram and Tramway environment 6. provide support to learners on the access and use of digital and remote technologies, when required 7. obtain support from colleagues when issues relating to the use of digital and remote technologies arise 8. record and report issues relating to the use of digital and remote technologies in line with organisational procedures 9. suggest improvements or changes to the use of digital and remote technologies in line with organisational requirements |

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| Knowledge and understanding  You need to know and understand: | 1. how digital and remote technologies can support learning in the Tram and Tramway environment 2. the range of digital and remote technologies approved for use within your organisation 3. how to access information and documentation relating to the digital and remote technologies used 4. how to set up and use digital and remote technologies in the Tram and Tramway environment 5. the importance of presenting a professional image when using digital and remote technologies 6. the potential issues in accessing and using digital and remote technologies 7. the different types of support available within your organisation when issues arise 8. the organisational methods and techniques for monitoring and assessing the use of digital and remote technologies 9. the potential impact of digital and remote technologies on the learners in the Tram and Tramway environment 10. how to record and report issues relating to the use of digital and remote technologies in line with organisational procedures 11. the importance of storing and securing information, digital and remote technologies when not in use |

**Additional Information**

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| Scope related to performance criteria | P1 **Digital and remote technologies** may include; ipads, video conferencing, simulators, assistive technology (e.g. phonetic spelling software).  P2 **Information and documentation** may include; instructions, specifications, manuals, PAT certificate, policies and guidance.  P3 **Set-up** may include; signing out, switching on/starting, configuring, testing, load content.  P7 **Support** may include; support from other departments e.g. IT, HR. |
| Scope related to knowledge  criteria | K1 **Support** may include; completing assessments, recording information, providing feedback.  K6 **Potential issues** may include; data protection, lack of employee engagement, lack of skills and expertise, cost, availability, reliability, over reliance, quality assurance.  K8 **Impact** may include; diversity, inclusivity, accessibility, ethics, emotional intelligence and behavioural psychology. |
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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, technology, learning, digital |