# UKTTE08
## Support others by mentoring in the Tram and Tramway environment

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| **Overview** | This standard is about supporting others by mentoring in the Tram and Tramway environment.  It is about being able to recognise when others need 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. |

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### Performance criteria

*You must be able to:*

P1    identify opportunities to mentor **individuals** in the Tram and Tramway environment

P2    use **mentoring methods and techniques** that are suitable to work activity and the individuals learning needs

P3    check that individuals are making progress with 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    review the effectiveness of the mentoring activity

P9    report any problems in line with your organisation's requirements

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**Knowledge and understanding**

*You need to know and understand:*

K1 the **importance** of mentoring in the Tram and Tramway environment

K2 your organisation's policies, procedures and guidelines relating to mentoring activities

K3 how to create an **appropriate** environment for mentoring activities

K4 how to balance mentoring activities with your own workload

K5 the methods and techniques that could be used to support others during mentoring activities

K6 how to tailor mentoring to suit an individual's needs

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## Additional Information

**Scope 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 related to knowledge criteria**

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    **Appropriate** may include; safe, quiet, free from distraction, positive (behaviours, attitudes and emotions).

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## Additional Information

### 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 Engineering |
| **Key words** | Tram, Tramway, mentoring, skills, support |