

UKTTE12

Provide technical advice and support to users of Tram vehicles



Overview

This standard is about providing technical advice and support to users of Tram vehicles following a breakdown or failure where specialist technical assistance is required. It includes being able to source information with regard to the support required and providing detailed information and instruction either remotely or on site. The level and detail of the technical advice may vary but will be in accordance with approved specifications, documents and manuals. You will need to know and understand the different questioning techniques used to ensure all the information regarding the breakdown or failure is gathered. Being able to identify patterns and trends in breakdowns and failures is an important aspect of this standard.

This standard is for those who work as an engineering technician or supervisor in the Tram and Tramway environment.

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Performance criteria

You must be able to:

- P1 establish the circumstances of the breakdown or failure
- P2 identify the technical advice and support required by users of Tram vehicles
- P3 source and analyse **relevant information** relating to the breakdown or failure
- P4 ask questions to gain further information regarding the breakdown or failure
- P5 provide technical advice and support using approved methods and procedures
- P6 confirm that technical advice and support has been understood by the relevant person
- P7 initiate **follow up activities**, as required
- P8 review the technical advice and support given to identify potential patterns and trends in breakdowns and failures
- P9 report suspected patterns and trends in line with your organisation's requirements
- P10 report and record technical advice and support activities in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

- K1 the different types of Tram vehicles, systems and equipment used by your organisation
- K2 the level and type of technical advice and support that can be given to users of Tram vehicles
- K3 how to establish the circumstances of the breakdown or failure
- K4 the different questioning techniques that can be used to establish **further information**
- K5 the importance of confirming information given has been received and understood
- K6 the range of follow up activities and when these are used
- K7 the importance of reviewing technical advice and support for suspected patterns and trends
- K8 organisational procedures for reporting and recording technical advice and support

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Additional Information

Scope related to performance criteria

P3 **Relevant information** may include; specifications, diagnostic, contractual, performance, witness accounts, manuals, work logs, maintenance history.

P7 **Follow up activities** may include; further communication, replacement of a vehicle, recovery of a vehicle, communication with other departments, testing, maintenance, fault finding.

Scope related to knowledge criteria

K4 **Further information** may include clarifying information which is; conflicting, vague, confusing, contains discrepancies.

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Additional Information

Glossary

Tram vehicle

Tramcars, tram vehicles, 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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