

UKTTWE01

Provide technical advice and support to other users of the Tramway



Overview

This standard is about providing technical advice and support to other users of Tramway following a fault, failure or situation 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 fault, failure or situation is gathered. Being able to identify patterns and trends in faults, failures and situations is an important aspect of this standard.

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

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Performance criteria

You must be able to:

- P1 establish the circumstances of the **fault, failure or situation**
- P2 identify the technical advice and support required by **other users** of the Tramway
- P3 source and analyse **relevant information** relating to the fault, failure or situation
- P4 ask questions to gain further information regarding the fault, failure or situation
- 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 faults, failures or situations
- 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 Tramway infrastructure, systems and equipment used by your organisation
- K2 the level and type of technical advice and support that can be given to other users of the Tramway
- K3 how to establish the circumstances of the fault, failure or situation
- K4 how the Tramway interacts with the surrounding **highway and environment** and those responsible for the range of infrastructure present
- K5 how faults, failures and situations involving the Tramway can affect the surrounding highway and environment
- K6 the different questioning techniques that can be used to establish **further information**
- K7 the importance of confirming information given has been received and understood
- K8 the range of follow up activities and when these are used
- K9 the importance of reviewing technical advice and support for suspected patterns and trends
- K10 organisational procedures for reporting and recording technical advice and support

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Additional Information

Scope related to performance criteria

P1 **Fault, failure or situation** may include; structural degradation, malfunction, physical damage, theft, intermittent, environmental, emergency situations.

P2 **Other users** may include; Tram drivers, contractors, suppliers, conductors, other engineering teams, operational staff.

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

P7 **Follow up activities** may include; further communication, isolation, possession, escalation, communication with other departments, testing, maintenance, fault finding.

Scope related to knowledge criteria

K4 **Highway and environment** may include; roads (intersections), pedestrian footways and crossings, cycle lanes, buildings, fixed structures, equipment, utilities, street furniture, ironworks.

K6 **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.

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 Tramway Engineering

Key words Tram, Tramway, technical, advice, support, fault, failure
