# UKTTD23
## Allocate and monitor the work activities of others in the Tram and Tramway environment

**Overview**

This standard is about allocating and monitoring the work activities of others in the Tram and Tramway environment. You will be able to identify the work activities to be undertaken and prepare a plan, ensuring that the appropriate resources are available, and the activities can be completed within the timescales required. You will be able to allocate work activities to others, ensuring that they are able to meet the competency requirements of the organisation. You will be able to monitor the progress and quality of the work and deal with any issues in line with your organisation's procedures.

You will know and understand the principles of allocating and monitoring work activities to others as well as the importance of allocating work fairly, taking into account competency and learning needs of others.

This standard is for those who work in the Tram and Tramway environment at supervisor/technician level.

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*You must be able to:*

P1    confirm the work activities to be undertaken in the Tram and Tramway environment

P2    identify and evaluate the priority work activities

P3    prepare a plan of work activities to be completed and the timescales involved

P4    ensure the resources required to carry out work activities are available and meet organisational requirements

P5    allocate work activities to **others** in the Tram and Tramway environment

P6    ensure that those carrying out the work activities meet the competency requirements of the organisation

P7    carry out a briefing, ensuring that all members have understood their role in the planned work activities

P8    monitor the progress and quality of the work activities

P9    deal with requests for additional support and resources in line with organisational procedures

P10  provide feedback to others on the progress and quality of work activities

P11  report any problems in line with your organisation's procedures

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### Knowledge and understanding

*You need to know and understand:*

K1   the **methods and techniques** for planning and prioritising multiple work activities in the Tram and Tramway environment

K2   the importance of completing work activities within the required timescales

K3   how delays to work activities can affect **stakeholders** and the operational Tramway

K4   how to obtain the resources required for the work activities

K5   the methods and techniques for confirming the resources meet organisational requirements

K6   the organisations quality expectations in relation to work activities and their outcomes

K7   the competence requirements of those working in the Tram and Tramway environment

K8   the importance of confirming the competence of those who plan to work in the Tram and Tramway environment

K9   the **principles** of allocating and monitoring work activities of others

K10  the importance of allocating work activities fairly, taking into account current competency levels and learning needs

K11  how to carry out a briefing ensuring the required information has been received and understood

K12  the methods and techniques for motivating others to complete work activities to the required standard

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## Additional Information

**Scope related to performance criteria**

P4    **Others** may include; members of own team, members of other teams, contractors, suppliers.

**Scope related to knowledge criteria**

K1    **Methods and techniques** may include; to-do lists, reviewing workloads, setting realistic deadlines, avoiding distractions, using technology (e.g. an asset management system), procedures and work instructions.

K3    **Stakeholders** may include; colleagues, contractors, pedestrians, road users, businesses, landowners, councils, general public, emergency services, transport operators, passengers, customers.

K9    **Principles** may include; identifying and defining the work activities, confirming the personal required (number and competence), confirming understanding, ensuring responsibility and accountability is understood, monitoring progress.

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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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