

Functional Map - Tram Driver

Functions:

	Plan and manage own work	Maintain relationships	Maintain Health, Safety and Security of the environment	Obtain, use and communicate information	Promote, support and improve working activities	Manage and develop self and others	Provide support before, during and after driving activities	Manage a tram in service
Tram Driver NOS Units:	Prepare for work in the Tram and Tramway environment Unit 01	Build maintain effective working relationships with colleagues in the Tram and Tramway environment Unit 02	Contribute to health and safety in the Tram and Tramway environment Unit 03	Communicate effectively in the Tram and Tramway environment Unit 06	Improve the customer experience in the Tram and Tramway environment Unit 07	Develop your own work skills, knowledge and behaviours in the Tram and Tramway environment Unit 09	Handover responsibility of a Tram vehicle Unit 10	Bring a Tram vehicle into service Unit 16
			Contribute to the security of the tram and tramway environment Unit 04		Contribute to environmental good practice in the Tram and Tramway environment Unit 08		Assist with keeping vulnerable customers safe in the Tram and Tramway environment Unit 11	Operate and control a Tram vehicle safely and efficiently Unit 17
			Manage conflict in the Tram and Tramway environment Unit 05				Help customers who have disabilities and particular requirements in the Tram and Tramway environment Unit 12	Deal with incidents, accidents and emergencies during a Tram journey Unit 18
							Assist with the local movement of tram vehicles to meet operational requirements Unit 13	Respond to abnormal working conditions during Tram operations Unit 19
							Provide assistance during tram vehicle recovery Unit 14	
							Take a tram vehicle out of service Unit 15	