

[Unique Reference Number]

Develop your own work skills, knowledge and behaviours in the Tram and Tramway environment



Overview

This standard is about developing your own work skills, knowledge and behaviours in the Tram and Tramway environment. You will understand the ways in which your knowledge, skills and behaviours contribute to the service you provide to your customers. You will be able to seek feedback from other people and use this to identify your own training needs. It includes knowing how to obtain feedback and knowing what types of training and development opportunities are available within your organisation.

This standard is for those who work in the Tram and Tramway environment.

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Performance criteria

You must be able to:

- P1 identify the knowledge, skills and behaviours required for your role in the Tram and Tramway environment
- P2 agree and record work performance objectives with the **relevant person(s)** in line with your organisation's procedures
- P3 compare your own performance against the knowledge, skills and behaviours required for your work role
- P4 seek feedback from **other people** on your performance at work
- P5 identify the training needs required to develop your skills knowledge and behaviours within your work role
- P6 review your progress and performance regularly in line with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

- K1 the skills, knowledge and behaviours you need to carry out your work role in the Tram and Tramway environment
- K2 your organisation's procedures relating to **staff performance and development**
- K3 how to obtain and record feedback on your performance
- K4 how gaps in your own skills, knowledge and behaviours can affect your performance and your organisation
- K5 the types of **training and development support** available to you within your own organisation
- K6 the importance of having up to date skills, knowledge and behaviours

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Additional Information

Scope related to performance criteria

P2 **Relevant person(s)** may include; line manager, HR manager, training manager.

P4 **Other people** may include; these that are internal to your organisation (e.g. colleagues, line manager, training manager) and those who are external (e.g. customer feedback).

Scope related to knowledge criteria

K2 **Staff performance and development** may include; appraisals, end of year reviews, personal performance objectives, personal development plans, review of technical skills, understanding of non-technical skills.

K6 **Training and development support** may include; mentoring, coaching, training courses, qualifications, webinars, studying, research, work shadowing, simulators.

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