

[Unique Reference Number]

Assist with keeping vulnerable customers safe in the Tram and Tramway environment



Overview

This standard is about assisting with keeping vulnerable customers safe in the Tram and Tramway environment. It is about understanding the different types of vulnerable customers who may travel on the Tram or interact with the Tramway environment. It includes being able to identify a vulnerable customer and taking action to deal with requests and situations in line with organisational procedures. You will know your own responsibilities as well as those of your organisation and the policies in place to protect vulnerable customers from harm.

This standard is for anyone who drives a tram vehicle.

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Performance criteria

- You must be able to:*
- P1 treat vulnerable customers with dignity and respect at all times
 - P2 deal with customer requests for assistance in a way that meets their needs, keeps them safe and protects their dignity at all times
 - P3 take **action** when **vulnerable customers** are identified in line with your organisation's procedures
 - P4 report the details of instances involving vulnerable customers in the Tram and Tramway environment in line with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

- K1 the different types of **vulnerable customers** and how they may be identified
- K2 the reasons why vulnerable customers need help and assistance in the Tram and Tramway environment
- K3 the meaning of the terms 'safeguarding', 'preserving dignity' and 'duty of care'
- K4 why a customer may be accompanied on a journey
- K5 the organisational policies in place to protect vulnerable customers
- K6 the responsibilities of an employee in relation to keeping vulnerable customers safe
- K7 the responsibilities of the employer in relation to keeping vulnerable customers safe

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Additional Information

Scope related to performance criteria

P3 **Action** may include; contacting control centre, alerting mobile staff, stopping the Tram vehicle in a safe manner, contacting emergency services, observing behaviours, platform interface awareness, isolated stretches of track awareness, maximum speed awareness, knowing high risk areas and route knowledge. **Vulnerable customers** may include; those that are suicidal, drunk, under the influence of drugs, struggling with mobility, sleeping, elderly, young, lost, confused, ill (e.g. suffer seizures, diabetic), learning difficulties, impairment (visual, hidden), lack of language ability (e.g. limited or no English), mental health issues (autism, dementia, Alzheimer's, anxiety), showing signs of self-neglect (e.g. wearing unsuitable clothing, malnutrition, bad personal hygiene).

Scope related to knowledge criteria

K1 **Vulnerable customers** may include; those that are drunk, under the influence of drugs, struggling with mobility, sleeping, elderly, young, lost, confused, ill (e.g. suffer seizures, diabetic), learning difficulties, impairment (visual, hidden), lack of language ability (e.g. limited or no English), mental health issues (autism, dementia, Alzheimer's, anxiety), showing signs of self-neglect (e.g. wearing unsuitable clothing, malnutrition, bad personal hygiene).

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Additional Information

Glossary

Customer(s)

This includes those who are travelling, have the intention of travelling or are assisting others to travel. It may also include members of the general public who are or may be affected by the operational service.

Vulnerable

A person(s) who has diminished capacity to anticipate, cope with, resist and recover from the impact of significant or everyday events, which may be easily recognisable or hidden.

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