

## [Unique Reference Number]

Help customers who have disabilities and particular requirements in the Tram and Tramway environment



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### Overview

This standard is about helping customers who have disabilities and particular requirements in the Tram and Tramway environment. You will be able to recognise when customers with disabilities and particular requirements need help and decide on the help you will give. You will be able to follow the relevant organisational requirements relating to what help you can give to customers. You will know the information that customers may require when travelling and the actions you can take to support customers who have disabilities and particular requirements. You must be able to use special equipment or systems where necessary and be able to get advice or support when you cannot give suitable help by yourself.

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 recognise customers with **disabilities and particular requirements**, in line with your organisation's procedures
- P2 decide on the type of help you will give, in line with your organisation's requirements
- P3 confirm it is safe to provide help to customers in the Tram and Tramway environment
- P4 give help to customers in line with your organisation's procedures
- P5 use equipment and systems as required in line with approved methods
- P6 confirm customer needs have been met after giving help
- P7 get help and support when customer needs cannot be met

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### Knowledge and understanding

*You need to know and understand:*

- K1 the importance of providing help to customers with disabilities and particular requirements
- K2 ways to support customers with disabilities and particular requirements in the Tram and Tramway environment
- K3 the meaning of the term 'disability discrimination'
- K4 the limits of your ability and responsibility when providing help to customers
- K5 the rights of customers to travel in safety and comfort taking account of equal opportunities legislation
- K6 how to use special equipment and systems for giving help to customers
- K7 how to communicate with customers while giving help

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### Additional Information

#### Scope related to performance criteria

P5 **Disabilities and particular requirements** may include those travelling with; luggage, bicycles, pushchairs, assistance animals, wheelchairs, or who may be, pregnant, have difficulty walking, be partially sighted or blind, have hearing difficulties, learning difficulties or a medical condition.

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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.

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