

# Construction Site Supervision Level 3

## Final Version

This qualification has been developed by relevant sector organisations and practitioners and is published on behalf of the relevant industry's Sector Skills Council(s) operating in the Built Environment (ConstructionSkills, SummitSkills and AssetSkills)

Those intending to use the Standards in this NVQ/SVQ in order to gain the qualification, should contact the appropriate Awarding Body(s) in order to register and obtain further guidance

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# **CONSTRUCTION SITE SUPERVISION LEVEL 3 ACCREDITATION EDITION**

## **INTRODUCTION**

This National/Scottish Vocational Qualification (NVQ/SVQ) is designed for construction personnel who carry out, or aspire to, the function of Construction Site Supervision. The Units comprising the complete NVQ/SVQ provide an overview of all aspects of the job role. Therefore, they also give a useful specification for those seeking guidance on the competence needed to perform the function. The role and duties of site supervisors seeking to obtain these Units in respect of their construction site supervision activities are set out below and in the Summary of Units and Elements that follows. Candidates for the qualification are expected to demonstrate substantial experience, knowledge and understanding of construction site supervision activities. To achieve this qualification supervisors have to provide satisfactory evidence of their supervisory and technical knowledge and competence in the workplace and ability in supervising a construction site.

The qualification is based on the map of Occupational Standards originally developed for the industry by the Construction Industry Standing Conference (CISC) and now maintained by the Construction Industry Council (CIC) on behalf of the industry's National Training Organisations. The Standards have been modified in scope to reflect the context and level of the particular function. Institutional representatives and industry practitioners active in the discipline have developed the documentation for the qualification under the co-ordination of CIC.

### **Role Description**

The award has been developed broadly so as to include coverage of the role of Construction Site Supervision for those operating in building (general and house building), or civil engineering, or highways, or specialist trades/ activities - or as a site supervisor in any specialist areas/ activities within these categories.

On successful completion of the qualification, the candidate will be able to demonstrate that they can:

- **Implement health and safety in the workplace**
- **Organise work operations and activities**
- **Organise resources for the work**
- **Monitor and supervise work operations and activities**
- **Maintain team and individual performance**
- **Establish working relationships**

Additionally, highways supervisors can:

- **Plan and implement highways maintenance**

Additionally, residential development supervisors can:

- **Hand over properties to customers**
- **Resolve customer service problems**

## List of Units and Elements

To achieve the full award, candidates will need to successfully complete the following Units:

For Building and Civil Engineering Supervisors:

Construction Site Supervision (Building and Civil Engineering) Level 3: Units SSL3C01 - SSLC06 inclusive (6 units)

For Highways Maintenance Supervisors:

Construction Site Supervision (Highways Maintenance) Level 3: Units SSL3C01 - SSLC07 inclusive (7 units)

For Residential Development Supervisors:

Construction Site Supervision (Residential Development) Level 3: Units CITB VR209 – CITB VR219 inclusive + AssetSkills Unit 24 + Customer Service Unit 4 (13 Units)

*Suffixes indicate the origin of each Standard for administrative purposes.*

<b>SSL3 C01</b>	<b>Assess work methods, resources and systems to meet works requirements</b> <i>(Based on CIC D21.1,2,3,4)</i>
SSL3 C01.1	Assess and recommend work methods <i>(Based on CIC D21.1)</i>
SSL3 C01.2	Assess work activities and resources to meet works requirements <i>(Based on CIC D21.2)</i>
SSL3 C01.3	Contribute to the identification of a works team <i>(Based on CIC D21.3)</i>
SSL3 C01.4	Implement works organisation and communication systems <i>(Based on CIC D21.4)</i>
<b>SSL3 C02</b>	<b>Supervise materials, plant and equipment on site</b> <i>(Based on CIC D22.2 and D24.1)</i>
SSL3 C02.1	Supervise supplies of materials to meet works requirements <i>(Based on CIC D22.2)</i>
SSL3 C02.2	Deploy and monitor plant and equipment on site <i>(Based on CIC D24.1)</i>
<b>SSL3 C03</b>	<b>Implement works and health and safety systems to meet project requirements</b> <i>(Based on CIC D25.1,2,3)</i>
SSL3 C03.1	Co-ordinate site preparation <i>(Based on CIC D25.1)</i>
SSL3 C03.2	Co-ordinate work activities <i>(Based on CIC D25.2)</i>
SSL3 C03.3	Implement systems for managing works health, safety and welfare <i>(Based on CIC D25.3)</i>
<b>SSL4 C04</b>	<b>Contribute to controlling work quality, progress and cost</b> <i>(Based on CIC D26.2 and D31.1,3,4)</i>
SSL3 C04.1	Control works against agreed quality standards <i>(Based on CIC D31.1)</i>
SSL3 C04.2	Monitor the dimensional accuracy of the works <i>(Based on CIC D26.2)</i>
SSL3 C04.3	Control works progress against agreed programmes <i>(Based on CIC D31.3)</i>
SSL3 C04.4	Contribute to controlling works costs against agreed budgets <i>(Based on CISC D31.4)</i>
<b>SSL3 C05</b>	<b>Contribute to the performance of teams, individuals and self</b> <i>(Based on CIC F44.3 and F49.3,4)</i>
SSL3 C05.1	Assess the performance of teams and individuals <i>[MSC C13.3 (CIC F44.3)]</i>
SSL3 C05.2	Contribute to enabling others to learn <i>(Based on CIC F49.4)</i>
SSL3 C05.3	Undertake personal development <i>(Based on CIC F49.3)</i>
<b>SSL3 C06</b>	<b>Contribute to productive working relationships</b> <i>(Based on CIC F46.1,2 and F47.1)</i>
SSL3 C06.1	Enhance the trust and support of colleagues <i>[MSC C6.1 (CIC F46.1)]</i>
SSL3 C06.2	Enhance the trust and support of those to whom you report <i>[MSC C6.2 (CIC F46.2)]</i>
SSL3 C06.3	Develop and maintain relationships with people affected by one's work <i>(Based on CIC F47.1)</i>

The following Unit is included for supervisors engaged in Highways Maintenance:

<b>SSL3 C07</b>	<b>Plan and implement highways maintenance activities</b> <i>(Based on CIC E33.2,3)</i>
SSL3 C07.1	Plan and schedule highways maintenance activities <i>(Based on CIC E33.2)</i>
SSL3 C07.2	Monitor and maintain highways maintenance activities <i>(Based on CIC E33.3)</i>

The following Units provide the required route for supervisors engaged in Residential Development:

- CITB VR209** Confirm work activities and resources for the work *(Based on CIC D21.2)*
- CITB VR210** Develop and maintain good working relationships *(Based on CIC F47.1)*
- CITB VR211** Confirm the occupational method of work *(Based on CIC D21.1)*
- CITB VR212** Implement and maintain health, safety and welfare *(Based on CIC D25.3)*
- CITB VR213** Coordinate and organise work operations *(Based on CIC D31.1)*
- CITB VR214** Allocate and monitor the use of plant and equipment *(Based on CIC D25.1/2)*
- CITB VR215** Monitor progress against work schedules *(Based on CIC D31.3)*
- CITB VR216** Confirm work meets quality standards *(Based on CIC D31.1)*
- CITB VR217** Implement procedures to support team's performance *(Based on CIC F45.1/2)*
- CITB VR218** Coordinate and confirm the dimensional requirements of the work *(Based on CIC D26.2)*
- CITB VR219** Contribute to the circulation of information *(Based on CIC D21.4)*
- Asset Unit 24** Hand over properties to customers *(AssetSkills L2/3 Unit 24)*
  - A 24.1 Inspect a new property prior to hand over to a customer *(Asset Unit 24.1)*
  - A 24.2 Complete the hand over of a new property to a customer *(Asset Unit 24.2)*
- CS Unit 31** Resolve customer services problems *(Customer Services Unit 31)*
  - CS 31.1 Spot customer service problems *(CS Unit 31.1)*
  - CS 31.2 Pick the best solution to resolve customer service problems *(CS Unit 31.2)*
  - CS 31.3 Take action to customer service problems *(CS Unit 31.3)*

# CONSTRUCTION SITE SUPERVISION 3

## The Unit:

**SSL3/C01 Assess work methods, resources and systems to meet works requirements**

## The Standards which are part of this Unit:

SSL3/C01.1 Assess and recommend work methods

SSL3/C01.2 Assess work activities and resources to meet works requirements

SSL3/C01.3 Contribute to the identification of a works team

SSL3/C01.4 Implement works organisation and communication systems

## The Unit Commentary:

This Unit is about planning:

Your competence to use operational methods and short term programmes of work. To assess the resource requirements and to implement organisational communication in order to meet programmed requirements.

Element	1.1	<u>Methods</u> Determining and agreeing suitable methods of carrying out operations which are technically sound, safe, economic and feasible and are consistent with site requirements.
Element	1.2	<u>Programming</u> Planning the appropriate sequence, timing and resourcing of operations to meet site requirements.
Element	1.3	<u>Staff Resources</u> Identifying and evaluating capabilities of site team members required to meet programmed requirements.
Element	1.4	<u>Organisation and communication</u> Providing information to all workplace personnel on their job responsibilities, the communication systems and procedures to be used.

(Based on CISC Standard D21.1 Evaluate and select construction and installation methods)

***The Performance Criteria - this involves ...***

- (a) assessing the available **project data** accurately and summarising it to enable decisions on **work methods** to be made
- (b) obtaining more information from **alternative sources** in cases where the **project data** available is insufficient
- (c) identifying **work methods** which will make the best use of resources and which meet project, statutory and contractual requirements
- (d) assessing the **methods** against relevant **technical, environmental and project criteria** and identifying the one which best meets the **criteria**
- (e) recommending the identified **method** to decision makers

***The Range ...***

- 1 Project data:**
  - contractual obligations;
  - scope of works and/or bills of quantities;
  - specifications;
  - detailed drawings;
  - health and safety plans;
  - time-scales
- 2 Work methods:**
  - sequencing of work;
  - organisation of resources (labour, plant, material);
  - construction and installations techniques;
  - temporary works
- 3 Alternative sources:**
  - the client/ client's representative;
  - contractors and/ or sub-contractors;
  - suppliers;
  - technical specialists
- 4 Technical, environmental and project criteria:**
  - materials performance and availability;
  - health and safety;
  - fire protection;
  - access;
  - plant and equipment availability and performance;
  - human resource availability;
  - local ecology;
  - emissions;
  - pollution risk
  - conformity to statutory requirements;
  - client and user needs;
  - contract requirements in terms of time, quantity and quality
  - waste
  - sustainability

C01 Assess work methods, resources and systems to meet works requirements

C01.1 Assess and recommend work methods

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(Based on CISC Standard D21.1 Evaluate and select construction and installation methods)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of recommendations (e) (all range) which include:
  - available project data assessed and summarised (a) [1,2]
  - additional information obtained (b) [1,3]
  - work methods identified, assessed and recommended (c,d,e) [2,4]

*Simulations are not considered to be acceptable for producing evidence for this element.*

**Process Evidence:**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Project data related to work methods [1]

**Know how to**

summarise (a)

**Know how to examine in order to understand, explain or predict**

assess (a)

**In relation to:**

Work methods [2]

**Know what and why**

identify (c)

**Know how to bring together in order that something can be decided or acted upon**

recommend identified methods (e)

**In relation to:**

Alternative sources of information [3]

**Know how to**

obtain information from (b)

**In relation to:**

Technical, environmental and project criteria for evaluating work methods [4]

**Know how to**

identify methods which best meet (d)

**Know how to examine in order to understand explain or predict**

assess methods against (d)

C01. Assess work methods, resources and systems to meet works requirements

C01.2 Assess work activities and resources to meet works requirements

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(Based on CISC Standard D21.1 Plan work activities and resources to meet construction and installation project requirements)

***The Performance Criteria - this involves ...***

- (a) identifying major activities, assessing the **resources** needed from the **programme information** available
- (b) obtaining **clarification and advice** where the **resources** needed are not available
- (c) assessing the activities against **project requirements** and the requirements of significant **external factors**
- (d) assessing how long each activity will take, identifying activities which influence each other and sequencing them logically and realistically so that they make the best use of the **resources** available
- (e) identifying alterations and variations to the **programme information** which will meet changed circumstances or offer cost and time benefits, and recommending them to decision makers

***The Range ...***

**1 Resources:**

- personnel;
- plant and equipment;
- materials and component;
- sub-contractors

**2 Programme information:**

- bar charts;
- critical activities;
- action lists;
- method statements

**3 Clarification and advice - from:**

- the client/ client's representative;
- project team partners;
- line manager;
- technical specialist;
- contractors and/ or sub-contractors;
- suppliers

**4 Project requirements:**

- contract and statutory obligations;
- project programme stipulations;
- third party obligations;
- health, safety, welfare and environmental requirements

**5 External factors:**

- other related programmes;
- supply lead times;
- contingencies;
- special working conditions;
- seasonal weather conditions

C01. Assess work methods, resources and systems to meet works requirements

C01.2 Assess work activities and resources to meet works requirements

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(Based on CISC Standard D21.2 Plan work activities and resources to meet construction and installation project requirements )

**The Evidence - performance**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of assessment of resources from programme information (a,b) [1,2,3]
- 2 Records of activities assessed against project requirements, external factors, length and sequence (c,d,) [1,4,5]
- 3 Alterations to works programmes with benefits assessed and recommended (e)

*Simulations are not considered to be acceptable for producing evidence for this element.*

**Process Evidence:**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Resources [1]

**Know how to**

obtain clarification and advice about (b) [3]

**Know how to examine in order to understand, explain or predict**

assess (a) [2]

**In relation to:**

Programme information [2]

**Know what and why**

identify major activities (a)

identify activities which influence each other (d)

identify alterations and variations (e)

**Know how to**

sequence activities (d)

**Know how to examine in order to understand, explain or predict**

assess length of activities (d)

**Know how to bring together in order that something can be decided or acted upon**

recommend alterations and variations to decision makers (e)

**In relation to:**

Project requirements [4]

**Know how to examine in order to understand, explain or predict**

assess methods against (c)

**In relation to:**

External factors [5]

**Know how to examine in order to understand, explain or predict**

Assess requirements (c)

C01. Assess work methods, resources and systems to meet works requirements  
C01.3 Contribute to the identification of a works team

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(Based on CISC Standard D21.3 Select and form a construction and installation team)

***The Performance Criteria - this involves ...***

- (a) identifying the **site personnel and services** that are needed and **where they can be obtained**
- (b) identifying any **constraints** which will affect the number, type and availability of **site personnel and services**
- (c) discussing and agreeing proposals for **site personnel and services** which are likely to produce an effective team
- (d) following the organisational processes for obtaining **site personnel and services**
- (e) evaluating the quality and reliability of **site personnel and services** and circulating the results to decision makers

***The Range ...***

**1 Site personnel and services:**

- technical staff;
- operatives;
- craft;
- sub-contractors;
- specialist services

**2 Where (staff) can be obtained:**

- internal;
- external to the organisation

**3 Constraints:**

- location;
- cost;
- time;
- skills and experience required and available;
- training and development requirements;
- equal opportunities

C01. Assess work methods, resources and systems to meet works requirements  
C01.3 Contribute to the identification of a works team

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(Based on CISC Standard D21.3 Select and form a construction and installation team)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be performance evidence against each performance criteria. Where the evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace, or through simulation as detailed below covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of negotiated and agreed proposals for site personnel and services (c) [1] which include ;
  - identified and evaluated site personnel, services (a,e) [1,2]
  - identified constraints (b) [3]
  - followed organisational processes (d)

*Simulations are considered to be an acceptable alternative for producing evidence for the above. The following conditions of realism should be present: contingencies; standards & quality specifications; timescales; types of interaction; communication methods & media; information & data.*

**Process Evidence :**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Site personnel and services needs [1]

**Know what and why**

identify (a)[2]

**Know how to**

follow organisational processes for obtaining (d)

circulate results of evaluation (e)

**Know how to bring together in order that something can be decided or acted upon**

negotiate proposals for (c)

**Know how to weigh up ideas and make a judgement**

agree proposals for (c)

evaluate quality and reliability of services and resources (e)

**In relation to:**

Constraints affecting the number, type and availability of staff and services [3]

**Know what and why**

identify (b)

C01. Assess work methods, resources and systems to meet works requirements  
C01.4 Implement works organisation and communication systems

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(Based on CISC Standard D21.4 Establish and maintain project organisation and communication systems)

***The Performance Criteria – this involves ....***

- (a) implementing **organisational and communication** systems which enable clear effective management, and administrative and operational controls
- (b) providing accurate and unambiguous **information about people's roles and responsibilities** and circulating the information to **people and organisations who have an interest**
- (c) implementing **methods of communicating, reporting and recording information** which are appropriate to the needs of the project, and; monitoring the methods regularly for effectiveness
- (d) identifying and investigating breakdowns in communication, and taking action to restore effective communication
- (e) implementing systems for recording and providing feedback on the ways in which **resources** are allocated and used

***The Range ...***

**1 Organisational and communication systems:**

- site management;
- project teams;
- head office interface;
- contract administration;
- health & safety records

**2 Information about people's roles and responsibilities:**

- individual job descriptions;
- team responsibilities;
- organisation charts;
- contractual arrangements;
- health, safety, welfare and environment

**3 People and organisations who have an interest:**

- clients/ client's representative;
- technical specialists;
- contractors and/or sub-contractors;
- operatives;
- third parties;
- public utilities;
- emergency services;
- public

**4 Methods of communicating, reporting and recording:**

- oral;
- written;
- drawings;
- electronic

**5 Resources:**

- personnel;
- plant and equipment;
- materials and components;
- sub-contractors;
- current project information

## C01. Assess work methods, resources and systems to meet works requirements

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### C01.4 Implement works organisation and communication systems

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(Based on CISC Standard D21.4 Establish and maintain project organisation and communication systems)

#### **The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

#### **Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of project organisational and communication systems which have been implemented (a) [1]
- 2 Information about people's roles and responsibilities (b) [2,3]
- 3 Records of communicating, reporting and recording Information (c) [4] which include:
  - investigations into breakdowns in communication and the actions taken to resolve them (d)
- 4 Records of systems for recording, reporting and providing feedback on the allocation and use of resources (e) [5]

*Simulations are not considered to be acceptable for producing evidence for this element.*

#### **Process Evidence :**

*Not applicable*

#### **The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

#### **In relation to:**

Organisational and communication systems [1]

**Know how to:**  
implement (a)

#### **In relation to:**

Information about people's roles and responsibilities [2]

**Know how to**  
provide and circulate information about (b)[3]

#### **In relation to:**

Methods of communicating, reporting and recording information [4]

**Know what and why**  
identify breakdowns in communication (d)

**Know how to**  
implement and monitor (c)

take action to restore communications (d)

**Know how to examine in order to understand, explain or predict**

investigate breakdowns in communication (d)

#### **In relation to:**

Resources [5]

**Know how to**  
implement systems for recording and provide feedback on resource allocation and use (e)



# CONSTRUCTION SITE SUPERVISION 3

## The Unit:

**SSL3/C02 Supervise materials, plant and equipment on site**

## The Standards which are part of this Unit:

**SSL3/C02.1 Supervise supplies of materials to meet works requirements**

**SSL3/C02.2 Deploy and monitor plant and equipment on site**

## The Unit Commentary:

This Unit is about physical resource management

Your competence to deploy and monitor the use of planned levels of physical resources to meet programmed site operations.

Element	2.1	<u>Materials supply</u> The day to day processes of ensuring that materials are suitable and available for the construction works. Checking materials deliveries to ensure that the quantity and quality is correct and taking suitable action to rectify material deficiencies prior to and during building operations.
Element	2.2	<u>Plant and equipment deployment and monitoring</u> Ensuring that the planned and necessary plant and equipment is suitable and available for construction operations. It involves checking the suitability of plant and equipment on arrival, ensuring its correct use and in returning it when no longer required.

## C02. Supervise materials, plant and equipment on site

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### C02.1 Supervise supplies of materials to meet works requirements

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(Based on CISC Standard D22.2 Maintain supplies of materials to meet project requirements)

#### ***The Performance Criteria - this involves ...***

- (a) keeping accurate records of deliveries, assessing the current delivery and stock position and passing the information on to **people who have an interest**
- (b) checking for variations in the required **delivery position**, investigating the causes of variations found and providing **people who have an interest** with an assessment of the action required to restore the required delivery position
- (c) checking stock records regularly and assessing what replacement stock will be needed
- (d) identifying opportunities for improving the use of stock and stock turnover and recommending improvements to **people who have an interest**
- (e) providing **people who have an interest** with prompt and accurate information on project changes which may affect **supply requirements**
- (f) identifying **problems with supply**, recording them, passing the information on to the **people who have an interest**

#### ***The Range ...***

##### **1 People who have an interest:**

- line managers;
- purchasing personnel;
- contractors and/ or sub-contractors;
- suppliers;
- operatives

##### **2 Delivery position:**

- time;
- quantity;
- quality;
- location

##### **3 Supply requirements:**

- raw material;
- manufactured materials;
- components

##### **4 Problems with supply:**

- quantity;
- quality;
- availability;
- schedule of delivery;
- lead time;
- storage and handling facilities;
- environmental issues;
- health, safety and welfare issues;
- transportation;
- deterioration;
- damage;
- loss/ theft;
- purchasing system

## C02. Supervise materials, plant and equipment on site

### C02.1 Supervise supplies of materials to meet works requirements

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(Based on CISC Standard D22.2 Maintain supplies of materials to meet project requirements)

#### **The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

#### **Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of deliveries (a) [1] including:
  - assessments of delivery position (a)[2]
  - investigation of variations (b)
  - assessments of required action (b) [2]
- 2 Record showing assessments of the current stock position and replacement needs (a,c) [1]
- 3 Records of information provided on project changes affecting supplies (e) [1,3]
- 4 Records of identified supply problems (f)[4]

*The following items is considered to do be rare, but basic to demonstrating competence and could be demonstrated through evidence of knowledge and understanding:*

- 5 Records which identify opportunities for improving the use of stock and stock turnover including recommended improvements (d) [1]

*Simulations are not considered to be acceptable for producing evidence for this element.*

#### **Process Evidence:**

*Not applicable*

#### **The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

#### **In relation to:**

Required delivery position [2]

#### **Know how to:**

keep records of deliveries (a)  
pass on information (a)[1]  
check variation in (b)  
check stock records (c)

#### **Know how to examine in order to understand, explain or predict**

assess current delivery position (a)  
investigate causes of variations (b)  
provide assessments of action required to restore (b) [1]

#### **In relation to:**

Supply requirements [3]

#### **Know what and why**

identify opportunities for improving stock use and turnover (d)  
identify problems (f)

#### **Know how to**

pass on information (a)[1]  
check stock records (c)  
provide information on project changes affecting supplies (e) [1]

#### **Know how to examine in order to understand, explain or predict**

assess current delivery position (a)  
assess replacement stock needs (c)

#### **Know how to bring together in order that something can be decided or acted upon**

recommend opportunities for improving stock use and turnover (d)[1]

#### **In relation to:**

Problems with supply [4]

#### **Know what and why**

identify problems (f)

#### **Know how to**

record and pass on information on problems (f) [1]

C02. Supervise materials, plant and equipment on site  
C02.2 Deploy and monitor plant and equipment on site

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(Based on CISC Standard D24.1 Allocate and plan the deployment of plant and equipment to sites)

***The Performance Criteria - this involves ...***

- (a) organising and deploying **plant and equipment** to meet organisational and **works requirements**, and notifying the people who need the information
- (b) implementing an appropriate system of **recording** the deployment of **plant and equipment**
- (c) assessing the capabilities and limitations of **plant and equipment** and passing the **information** on to operators
- (d) recommending alternatives to decision makers, where **plant and equipment** is **unsuitable** for use on the site
- (e) assessing the health and safety risks to operators and other **people who might be affected**, identifying potential hazards and deciding what to do to minimise risk
- (f) checking and confirming that operators of **plant and equipment** have the required level of training and certification
- (g) briefing site personnel on safe working practices and **statutory requirements** and regularly checking that people are working safely
- (h) maintaining systems for a competent person, as defined in health and safety legislation, to supervise hazardous operations
- (i) encouraging **plant and equipment** operators, and other **people affected** by plant operation, to suggest improvements in the safe operation of **plant and equipment**
- (j) arranging for the storage, servicing and maintenance of **plant and equipment** to meet **works** and **statutory requirements**
- (k) removing, promptly, **plant and equipment** which is no longer needed

***The Range ...***

**1 Plant and equipment:**

- static;
- mobile;
- standard;
- non-standard;
- electro-mechanical

**2 Works requirements:**

- health, safety and welfare of workforce;
- security of resources;
- obligations to third parties;
- regulatory authorities;
- contractual commitments;

**3 Recording:**

- delivery;
- allocation;
- location;
- movement;
- usage;
- maintenance;
- dispatch

**4 Information:**

- oral;
- written;
- graphic

**5 Unsuitable – because of:**

- operational efficiency;
- health and safety;
- reliability;
- use

**6 People who might be affected:**

- other personnel on site;
- members of the public;
- site visitors;
- owners and occupiers of adjoining property

**7 Statutory requirements:**

- construction specific health and safety;
- general health and safety;
- recognised industry codes of practice

## C02. Supervise materials, plant and equipment on site

### C02.2 Deploy and monitor plant and equipment on site

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(Based on CISC Standard D24.1 Allocate and plan the deployment of plant and equipment to sites)

#### **The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

#### **Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Notifications of organised and deployed plant and equipment (a) [1,2]
- 2 Records of implemented systems of recording deployment of plant and equipment (b) [1,3] which include:
  - removal of plant and equipment (k) [1]
- 3 Records of information passed to operators and site staff (c,g) [1,4,7] which include:
  - Information about the capabilities and limitations of plant and equipment (c) [1,4]
  - briefing on safe working practices and statutory requirements (g) [7]
- 4 Health and safety records (e,f,g,h) which include:
  - health & safety risk assessments, identified hazards & decisions on minimising risk (e) [6]
  - checks on operator training & certification (f) [1]
  - checks on safe working (g) [7]
  - systems for supervision of hazardous operations (h)
  - encouraging suggestions for improvements in the safe operation of plant and equipment (i) [1,6]

*The following items is considered to be rare, but basic to demonstrating competence and could be demonstrated through evidence of knowledge and understanding:*

- 5 Recommendations for alternative plant and equipment (d) [1,5]

*Simulations are not considered to be acceptable for producing evidence for this element.*

#### **Process Evidence**

*The candidate must produce observed evidence from the workplace covering the following items that is considered to be common and key/ critical to demonstrating competence*

- 1 Information passed to operators on capabilities & limitations of plant & equipment (c) [1,4]

#### **The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

#### **In relation to:**

Works requirements and suitability for plant and equipment [1,2,5]

#### **Know what and why**

identify potential hazards (d)

#### **Know how to**

notify about (a)

pass on information to operators (c) [4]

check and confirm training and certification (f)

arrange storage, servicing and maintenance (j)

remove plant and equipment no longer required (k)

#### **Know how to examine in order to understand, explain or predict**

assess capabilities and limitations (c)

assess risks to operators (e)

#### **Know how to bring together in order that something can be decided or acted upon**

organise and deploy plant and equipment (a) [1]

recommending suitable alternatives (d) [5]

#### **Know how to weight up ideas and make a judgement**

decide what to do about potential hazards (e)

#### **In relation to:**

Recording deployment of plant and equipment [3]

#### **Know how to**

implement systems of (b)

#### **In relation to:**

people who might be affected [6]

#### **Know how to**

encourage suggestion of improvements in safe operation of plant and equipment (i) [1]

#### **Know how to examine in order to understand, explain or predict**

assess risks to (e)

#### **In relation to:**

Statutory requirements on safe working practices and hazardous operations [7]

#### **Know how to**

brief and check on safe working practices (g)

#### **Know how to**

maintain systems for supervision of hazardous operations (h)  
Arrange storage, servicing and maintenance (j)



# CONSTRUCTION SITE SUPERVISION 3

## The Unit:

SSL3/C03 Implement works and health and safety systems to meet project requirements

## The Standards which are part of this Unit:

SSL3/C03.1 Co-ordinate site preparation

SSL3/C03.2 Co-ordinate work activities

SSL3/C03.3 Implement systems for managing works health, safety and welfare

## The Unit Commentary:

This Unit is about implementing works and health and safety

Your competence to ensure the site is suitable for work to be carried out and systems put in place enabling effective and safe site construction operations.

Element	3.1	<u>Site set up</u> The pre-start and ongoing inspection of the place of work and any necessary actions to ensure it is suitable for work to take place.
Element	3.2	<u>Co-ordination</u> Providing information to all workplace personnel regarding their job responsibilities. Planning, organising and controlling site resources.
Element	3.3	<u>Health, safety and welfare</u> Implementing, monitoring and reviewing the conditions for a safe and healthy workplace. Ensuring that personnel are aware of their responsibilities and have access to necessary equipment and resources for welfare and safe and healthy working.

C03. Implement works and health and safety systems to meet project requirements  
C03.1 Co-ordinate site preparation

---

(Based on CISC Standard D25.1 Co-ordinate site preparation)

***The Performance Criteria - this involves ...***

- (a) identifying **special considerations**, recording them and passing them to people who may be affected by them
- (b) identifying **factors which might compromise the proposed works**, describing and summarising them accurately, and passing on the information to the appropriate authorities
- (c) identifying access and egress points for the site and works
- (d) giving accurate details about the proposed work to the utility and emergency services
- (e) making arrangements for adequate site security before work starts, and whilst working on the site
- (f) checking the **site layout for operational purposes** and passing on information about the plans to the people who will be working on the site
- (g) planning the storage and use of materials and components so that materials handling and movement is efficient and wastage is minimised
- (h) siting and maintaining notices which provide accurate information to the public and which conform to statutory requirements

***The Range ...***

**1 Special considerations:**

- occupiers;
- near neighbours;
- public access

**2 Factors which might compromise the proposed works:**

- site conditions;
- statutory regulations and limitations;
- codes of practice;
- health, safety, welfare and environmental;
- hazards

**3 Site layout for operational purposes:**

- storage;
- temporary accommodation;
- work areas;
- plant;
- temporary services;
- access;
- security

(Based on CISC Standard D25.1 Co-ordinate site preparation)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of special considerations and factors which might compromise the proposed works which have been identified (a,b) [1,2]
- 2 Records showing access and egress points (c)
- 3 Communications with the utility and emergency services (d)
- 4 Records of arrangements made for site security and notices (e,h)
- 5 Checked information on plans for the site layout (f) [3]
- 6 Plans for the storage and use of materials and components (g)

*Simulations are not considered to be acceptable for Producing evidence for this element.*

**Process Evidence:**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Special considerations affecting site operations [1]

**Know what and why:**

identify (a)

**Know how to**

record and pass on (a)

**In relation to:**

Factors which might compromise the proposed works [2]

**Know what and why**

identify (b)

describe (b)

**Know how to**

Summarise and pass on information (b)

give details about works to utility and emergency services (d)

make arrangements for site security (e)

**In relation to:**

Site layout to operational purposes [3]

**Know what and why**

identify access and egress points (c)

**Know how to**

check (f)

pass on information (f)

site and maintain notices (h)

**Know how to bring together in order that something can be decided or acted upon**

plan storage and use of materials (g)

## C03. Implement works and health and safety systems to meet project requirements

---

### C03.2 Co-ordinate work activities

---

(Based on CISC Standard D25.2 Co-ordinate work control)

#### ***The Performance Criteria - this involves ...***

- (a) agreeing a programme and methods with the people who will be doing the work
- (b) identifying recording and obtaining design and planning information requirements before work starts
- (c) organising attendance on sub-contractors in accordance with contractual agreements
- (d) planning and obtaining sufficient **resources** of the appropriate type which will meet the project requirements and timescales
- (e) organising and controlling the site and **resources** so that conditions are safe, the site is tidy and creates a favourable image of the organisation, its products and its services
- (f) implementing plans to meet **special requirements** and contingencies which are sufficient to minimise disruption to those likely to be affected by the works programme

#### ***The Range ...***

##### **1 Resources:**

- personnel;
- plant and equipment;
- materials and components;
- contractors and/ or sub-contractors;
- information

##### **2 Special requirements – relating to:**

- occupiers;
- near neighbours;
- public access;
- site conditions;
- statutory regulations and limitations;
- codes of practice;
- environmental considerations

C03. Implement works and health and safety systems to meet project requirements  
C03.2 Co-ordinate work activities

---

(Based on CISC Standard D25.2 Co-ordinate work control)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Programmes and methods agreed (a)
- 2 Records of design and planning information (b)
- 3 Records of organised attendance on sub-contractors (c)
- 4 Plans for obtaining resources (d) [1]
- 5 Records about the organisation and control of the site and resources (e) [1]
- 6 Plans for special requirements and contingencies (f) [2]

*Simulations are not considered to be acceptable for Producing evidence for this element.*

**Process Evidence:**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Resources for construction and installation work [1]

**Know what and why:**

identify design information requirements (b)

**Know how to**

record and obtain design information requirements (b)

obtain resources (d)

**Know how to bring together in order that something**

**can be decided or acted upon**

organise attendance on sub-contractors (c)

plan resources (d)

organise sites and resources (e)

**Know how to weigh up ideas and make a judgement**

control sites and resources (e)

**In relation to:**

Special requirements affecting work [2]

**Know how to**

implement plans to meet (f)

C03. Implement works and health and safety systems to meet project requirements

C03.3 Implement systems for managing works health, safety and welfare

---

(Based on CISC Standard D25.3 Implement and maintain systems for managing project health, safety and welfare)

***The Performance Criteria - this involves ...***

- (a) allocating health, safety and welfare responsibilities which are consistent with the contract, **statutory requirements**, organisational policy and the specific requirements of the project and inducting staff on their responsibilities
- (b) ensuring that accurate **statutory notices** and hazard warnings are posted which are appropriate to construction operations and the project environment
- (c) ensuring that appropriate and sufficient **health, safety and welfare equipment and resources** to are allocated to the site
- (d) briefing personnel about first aid arrangements
- (e) maintaining welfare provisions which meet the project, contractual and **statutory requirements**
- (f) implementing systems which meet **statutory requirements** for identifying and reducing hazards and reporting accidents and emergencies
- (g) implementing and monitoring traffic management in accordance with safe working practices
- (h) checking health, safety and welfare systems regularly, in accordance with **statutory requirements**, and identifying and recording special site conditions and examples which do not comply with regulations
- (i) identifying and recommending opportunities for improving the health and safety of the work environment
- (j) dealing with breaches in health, safety and welfare requirements promptly and in line with organisational and legal requirements and take necessary corrective action

***The Range ...***

**1 Statutory requirements:**

- health, safety and welfare legislation;
- recognised industry codes of practice

**2 Statutory notices:**

- prescribed notices;
- Certificate of Insurance (Employer Liability Act);
- site safety signs

**3 Health, safety and welfare equipment and resources:**

- protective clothing;
- protective equipment;
- first aid facilities;
- welfare facilities;
- storage and security of materials and equipment;
- accident and incident reporting;
- fire fighting equipment;
- provision of health, safety and welfare training

## C03. Implement works and health and safety systems to meet project requirements

### C03.3 Implement systems for managing works health, safety and welfare

---

(Based on CISC Standard D25.3 Implement and maintain systems for managing project health, safety and welfare)

#### **The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

#### **Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of allocated health, safety and welfare responsibilities, including staff inductions (a) [1]
- 2 Records showing the posting of statutory notices and Hazard warnings (b) [2]
- 3 Records allocated and maintained health, safety and welfare equipment and resources (c,e) [1,3]
- 4 Records showing briefing of first aid arrangements (d)
- 5 Systems implemented for identifying and reducing hazards and reporting accidents and emergencies (f) [1] which include:
  - implemented and monitored traffic management (g)
  - records of checks, identified special site conditions and examples of non-compliance (h) [1]
  - recommendations for improvements (i)
  - corrective action taken on breaches (j)

*Simulations are not considered to be acceptable for Producing evidence for this element.*

#### **Process Evidence:**

*Not applicable*

#### **The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

#### **In relation to:**

Statutory requirements on health, safety and welfare [1]

#### **Know what and why:**

identify special site conditions and non compliance (h)

identify opportunities for improving health and safety of work environments (i)

#### **Know how to**

allocate and induct about health, safety and welfare responsibilities (a)

maintain welfare provisions (e)

implement systems for identifying and reducing hazards and reporting accidents and emergencies (f)

implement traffic management (g)

check health, safety and welfare systems (h)

record special site conditions and non compliance (h)

deal with breaches and take corrective action (j)

#### **Know how to examine information in order to understand, explain or predict**

monitor traffic management (g)

#### **Know how to bring information together in order that something can be decided or acted upon**

recommend opportunities for improving health and safety of work environments (i)

#### **In relation to:**

Statutory notices about health, safety and welfare [2]

#### **Know how to**

ensure that notices and warnings are posted (b)

#### **In relation to:**

Health, safety and welfare equipment and resources [3]

#### **Know how to**

ensure that resources are allocated (c)

brief about first aid arrangements (d)



# CONSTRUCTION SITE SUPERVISION 3

## The Unit:

SSL3/C04      Contribute to controlling work quality, progress and cost

## The Standards which are part of this Unit:

SSL3/C04.1      Control works against agreed quality standards

SSL3/C04.2      Monitor the dimensional accuracy of the works

SSL3/C04.3      Control works progress against agreed programmes

SSL3/C04.4      Contribute to controlling works costs against agreed budgets

## The Unit Commentary:

This Unit is about monitoring and control

Your competence to ensure work progress, quality, cost and dimensional accuracy meets planned and specified requirements.

Element	4.1	<u>Quality</u> Implementing operational quality assurance and control processes and procedures as specified. It involves ensuring all personnel work to the required quality standards, and in checking quality and taking appropriate action to correct deficiencies.
Element	4.2	<u>Setting out</u> Maintaining the dimensional accuracy of work.
Element	4.3	<u>Progress</u> The process of regularly checking the progress of planned work. It will involve recommending action necessary to correct deviations from programmes.
Element	4.4	<u>Cost</u> Implementing cost control systems, identifying variances and recommending cost savings in executing work.

C04. Contribute to controlling work quality, progress and cost  
C04.1 Control works against agreed quality standards

---

(Based on CISC Standard D31.1 Control contracts against agreed quality standards)

***The Performance Criteria - this involves ...***

- (a) identifying **quality standards** from available information and passing them on to **people responsible** for implementing them before they start work on the contract
- (b) specifying, clearly and unambiguously, the responsibilities which individuals have for maintaining **quality standards**
- (c) implementing **systems** for inspecting and controlling the quality of work and recording the outcomes
- (d) checking, regularly, that materials conform to specified requirements
- (e) checking, regularly, that methods of construction and the use of materials conform to the design requirements and the specified **quality standards**
- (f) identifying work which fails to meet the requirements and specified **quality standards** and ensuring corrective action is taken
- (g) implementing amendments to the contract quality requirements and specifications and recording them accurately
- (h) identifying improvements from feedback received and recommending them to decision makers

***The Range ...***

**1 Quality standards:**

- statutory requirements;
- project specifications;
- British Standards;
- Codes of Practice;
- Company standards;
- trade advisory guidance and best practise

**2 People responsible:**

- the client;
- contractors and/ or sub- contractors;
- consultants;
- suppliers;
- craftspeople;
- operatives

**3 Systems:**

- visual inspection;
- comparison with design requirements;
- comparison with standard documentation;
- checking manufactures documentation;
- checking delivery notes;
- sampling;
- testing;
- clerks of works reports;
- contractors reports;
- site meetings

C04. Contribute to controlling work quality, progress and cost  
C04.1 Control works against agreed quality standards

---

(Based on CISC Standard D31.1 Control contracts against agreed quality standards)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of quality standards (a,b) [1,2] which include:
  - individual responsibilities (b) [1]
- 2 Inspection and control system records (c) [3] which Include:
  - checks on materials (d)
  - checks on methods of construction and the use of materials (e) [1]
  - identified work which fails to meet requirements and corrective action (f) [1]
- 3 Records of recommendations for improvements (h)

*Simulations are considered to be an acceptable alternative for producing evidence for the following items that are considered to be rare, but key/ critical to demonstrating competence. The following conditions of realism should be present: contingencies, standards & quality specifications; timescales; communication methods & media, information & data:*

- 4 Records of implemented amendments to contract quality requirements (g).

**Process Evidence:**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Quality standards [1]

**Know what and why:**

identify (a)  
identify non-conforming work (f)  
identify improvements from feedback (h)

**Know how to**

pass on (a) [2]  
ensure corrective action is taken regarding unacceptable work (f)  
implement and record amendments to contract quality requirements and specifications (g)

**Know how to bring together in order that something can**

**Be decided or acted upon**

recommend improvements to decision makers (h)  
**Know how to weigh up ideas and make a judgement**  
specify responsibilities for maintaining (b)

**In relation to:**

Systems for inspecting and controlling quality of work and recording outcomes [3]

**Know how to**

implement (c)  
check materials conformance (d)  
check methods of construction and use of materials conformance (e)

C04. Contribute to controlling work quality, progress and cost  
C04.2 Monitor the dimensional accuracy of the works

---

(Based on CISC Standard D26.2 Maintain the dimensional accuracy of contracts)

***The Performance Criteria - this involves ...***

- (a) ensuring personnel are provided with sufficient clear and accurate information to enable them to accurately position, align and level the work
- (b) ensuring **dimensional controls**, setting out points, lines and profiles are checked accurately and recording the results to meet quality standards
- (c) ensuring that **measuring and recording equipment** is checked to maintain the specified accuracy criteria
- (d) identifying **deviations in dimensional controls** and ensuring that they are corrected promptly
- (e) revising work procedures and practices to minimise deviations and to allow for different **circumstances and conditions**

***The Range ...***

- 1 Dimensional controls:**
  - lines;
  - levels
- 2 Measuring and recording equipment**
  - mechanical;
  - optical;
  - electronic
- 3 Deviations – arising from:**
  - transfer of lines and levels;
  - use of wrong lines and levels;
- 4 Circumstances and conditions:**
  - land;
  - water;
  - obstacles;
  - climate variation;
  - “live” conditions (e.g buildings and sites in use, roads, railways, runways);
  - emergency circumstances

## C04. Contribute to controlling work quality, progress and cost

### C04.2 Monitor the dimensional accuracy of the works

---

(Based on CISC Standard D26.2 Maintain the dimensional accuracy of contracts)

#### **The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

#### **Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Information provided to personnel (a)
- 2 Records of checked dimensional controls, setting out points, lines and profiles (b) [1]
- 3 Records of checks on measuring and recording equipment (c) [2]
- 4 Records of identified corrections to deviations (d) [1,3]

*Simulations are considered to be an acceptable alternative for producing evidence for the following items that are considered to be rare, but key/ critical to demonstrating competence. The following conditions of realism should be present: contingencies, standards & quality specifications; timescales; communication methods & media, information & data:*

- 5 Records of revisions to work procedures and practices (e) [4]

#### **Process Evidence:**

*Not applicable*

#### **The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

#### **In relation to:**

Dimensional controls [1]

#### **Know what and why:**

identify deviations (d) [3]

#### **Know how to**

ensure personnel are provided with information (a)

ensure dimensional controls, setting out points, lines and profiles are checked (b)

record results (b)

ensure deviations are corrected (d)

revise work procedures to minimise deviations (e)

#### **In relation to:**

Measuring and recording equipment [2]

#### **Know how to weigh**

ensure checks to maintain accuracy (c)

#### **In relation to:**

Circumstances and conditions:

#### **Know how to**

revise work procedures to allow for different (e) [4]

## C04. Contribute to controlling work quality, progress and cost

### C04.3 Control works progress against agreed programmes

---

(Based on CISC Standard D31.3 Control contract progress against agreed programmes)

#### **The Performance Criteria - this involves ...**

- (a) implementing **systems to monitor and record** the progress of the works against the agreed **programmes**
- (b) identifying inadequately and inappropriately specified **resources** and informing decision makers
- (c) identifying and quantifying any **variations** from planned progress which have occurred, or which may occur, and which could disrupt the **programme**
- (d) investigating the circumstances of any **variations** thoroughly implementing appropriate corrective action
- (e) recommending options which are most likely to minimise increases in cost and time and help the contract progress, and passing these on to **people who have an interest**
- (f) regularly informing decision makers about progress, changes to the operational programme, **resource** needs, and suggesting the decisions and actions that need to be taken
- (g) identifying improvements from feedback received and recommending them to decision makers

#### **The Range ...**

- 1 Systems to monitor and record:**
  - visual inspection;
  - resource records;
  - clerk of works' reports;
  - contractors' reports;
  - written and graphical records of actual work against programmed work;
  - site meetings
- 2 Programmes:**
  - bar charts;
  - critical activities;
  - action lists;
  - method statements
- 3 Resources:**
  - personnel;
  - plant and equipment;
  - materials and components
- 4 Variations:**
  - resource shortages;
  - design problems and constraints;
  - lack of essential construction information;
  - construction errors;
  - inclement weather;
  - physical (site) constraints
- 5 People who have an interest:**
  - the client;
  - contractors and/or subcontractors;
  - consultants;
  - suppliers;
  - operatives

C04. Contribute to controlling work quality, progress and cost  
C04.3 Control works progress against agreed programmes

---

(Based on CISC Standard D31.3 Control contract progress against agreed programmes)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of progress monitoring and recording systems (a) [1,2] including:
  - records showing the monitoring of resources and the quantification of any variations (a,b,c) [1,2,3,4]
  - informing decision makers about progress, changes to the operational programme, resource needs, decisions and actions that need to be taken (f)
- 2 Records of investigations on variations and the action implemented (d) [4]
- 3 Records of recommended options and improvements (e,g) [5]

Simulations are not considered to be acceptable for Producing evidence for this element

**Process Evidence:**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Systems to monitor and record progress against programmes [1]

**Know what and why**

identify improvements from feedback (g)

**Know how to**

implement (a)

inform about progress and programmes (f)

**Know how to bring together in order that something can be decided or acted upon**

suggest decisions and actions needed (f)

recommend improvements to decision makers (g)

**In relation to:**

Contract resources [3]

**Know what and why**

identify inadequately and inappropriately specified (b)

**Know how to**

inform about inadequate and inappropriately specified (b)

inform about resource needs (f)

**In relation to:**

Variations from planned progress [4]

**Know what and why**

identify (c)

**Know how to**

quantify (c)

implement corrective action (d)

pass on recommendations (e) [5]

**Know how to examine in order to understand, explain or predict**

investigate circumstances of (d)

**Know how to bring together in order that something can be decided or acted upon**

recommend options to minimise increase in cost and time and help progress (e)

C04. Contribute to controlling work quality, progress and cost

C04.4 Contribute to controlling works costs against agreed budgets

---

(Based on CISC Standard D31.4 Control contract costs against agreed budgets)

***The Performance Criteria - this involves ...***

- (a) implementing appropriate contract cost control systems which are able to provide early warning of problems
- (b) collecting **cost data** regularly and ensuring it is recorded correctly and passing it on to the people who need it in time for them to be able to use it
- (c) identifying variations and trends **cost data** and passing it on to the people who need it in time for them to be able to use it programme
- (d) investigating any variations and agreeing and implementing appropriate corrective action with decision makers
- (e) identifying **opportunities for cost savings** and recommending them to decision makers

***The Range ...***

**1 Cost data:**

- material costs;
- plant costs;
- labour costs;
- sub-contractor costs

**2 Opportunities for cost saving:**

- waste reduction;
- energy management;
- recyclable materials;
- applications of new technology;
- alternative sources and types of materials;
- plant and labour which meet project requirements;
- variations in specification

C04. Contribute to controlling work quality, progress and cost

C04.4 Contribute to controlling works costs against agreed budgets

---

(Based on CISC Standard D31.4 Control contract costs against agreed budgets)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace or through simulation as detailed below, covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Contract cost control systems implemented which include:
  - records of cost data collection (b) [1]
  - identified variations and trends (c) [1]
- 2 Records of investigations of variations and the action implemented (d)
- 3 Systems and process for identifying opportunities for cost-saving and improvements which have been identified and recommended (e,f) [2]

*Simulations are considered to be an acceptable alternative for producing evidence for the above items that are considered to be rare, but key/ critical to demonstrating competence. The following conditions of realism should be present: contingencies, standards & quality specifications; quantities; communication methods & media, information & data.*

**Process Evidence:**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Cost data [1]

**Know how to**

- implement contract cost control systems (a)
- collect and pass on (b)
- ensure it is recorded correctly (b)
- pass on variations and trends (c)
- implement corrective action (d)

**Know how to examine in order to understand, explain or predict**

- identify variations and trends (c)
- investigate variations (d)

**Know how to weigh up ideas and make a judgement**

- agree corrective action (d)

**In relation to:**

Opportunities for cost saving [2]

**Know what and why**

- identify (e)

**Know how to bring together in order that something can be decided or acted upon**

- recommend (e)



# CONSTRUCTION SITE SUPERVISION 3

## The Unit:

SSL3/C05      Contribute to the performance of teams, individuals and self

## The Standards which are part of this Unit:

SSL3/C05.1      Assess the performance of teams and individuals

SSL3/C05.2      Enable others to learn

SSL3/C05.3      Undertake personal development

## The Unit Commentary:

This Unit is about teams, individuals and self

Your competence to develop team skills, an individuals knowledge and self-improvement to ensure the best possible performance.

Element	5.1	<u>Assessing performance</u> Assessing and monitoring performance of teams and individuals. This Element originates from the Standards developed by the Management & Enterprise National Training Organisation (MSC C13.3). As such its format differs slightly from other Elements in the qualification.
Element	5.2	<u>Learning</u> Encouraging others to adopt appropriate learning techniques, reviewing their learning needs and providing feedback to improve performance.
Element	5.3	<u>Personal development</u> Improving the development of self through personal planning, action and review.

C05. Contribute to the performance of teams, individuals and self

C05.1 Assess the performance of teams and individuals

---

(Based on CISC Standard F44.3 Assess the performance of teams and individuals)

***The Performance Criteria - this involves ...***

- (a) explaining clearly the **purpose** of **monitoring and assessment** to all those involved
- (b) giving opportunities to teams and individuals to **monitor and assess** their own performance against objectives and work plans
- (c) **monitoring** the performance of teams and individuals at times most likely to maintain and improve effective performance
- (d) **assessing** the performance of teams and individuals based on sufficient, valid and reliable **information**
- (e) carrying out **assessments** objectively, against clear, agreed criteria
- (f) **assessing by** talking due account of the personal circumstances of team members and the **organisational constraints** on their work

***The Range ...***

**1 Purpose:**

- assuring that objectives have been achieved;
- assuring that quality and customer requirements have been met;
- appraising team or individual performance;
- assessing performance for reward;
- recognising competent performance and achievement.

**2 Monitoring and assessment:**

- specific to one activity or objective;
- general to overall performance of the team or individual

**3 Information:**

- qualitative;
- quantitative

**4 Organisational constraints:**

- organisational objectives;
- organisational policies;
- resources

C05. Contribute to the performance of teams, individuals and self

C05.1 Assess the performance of teams and individuals

---

(Based on CISC Standard F44.3 Assess the performance of teams and individuals)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

*You must prove that you assess the performance of teams and individuals to the National Standard of Competence.*

*To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.*

You must show evidence that your assessments have at least two of the types of purpose [1]

You must show evidence that your assessments have at least one of the type of monitoring and assessment [2]

You must show evidence that your assessments have both types of information [3]

You must show evidence that you take account of all of the types of organisational constraints [4]

*Your evidence must be the result of real work activities undertaken by yourself. Evidence from simulated activities is not acceptable for this element.*

*You must, however, convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of purpose, monitoring and assessment, listed.*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

Communication (a) [1,2]

- the importance of being clear yourself about the purpose of monitoring and assessment and communicating this effectively to those involved

Continuous improvement (b,c,d,e,f) [2]

- the importance of monitoring and assessing the ongoing performance of teams and individuals
- different purposes of work monitoring and assessment
- how to make fair and objective assessments
- how to monitor and assess the performance of teams and individuals
- the standard against which work is to be assessed
- the information needed to assess the performance of teams and individuals.

Information handling (d) [3]

- how the necessary information should be gathered and validated

Involvement and motivation (b)

- the importance of providing opportunities to team members to monitor and assess their own work, and how to enable this

Organisational context (b) [4]

- the organisational constraints which may affect the achievements of objectives.

Providing support (f)

- the types of personal circumstances which may impact on individual performance

C05. Contribute to the performance of teams, individuals and self  
C05.2 Contribute to enabling others to learn

---

(Based on CISC Standard F49.4 Enable others to learn and benefit from one's experience)

***The Performance Criteria - this involves ...***

- (a) identifying and offering adequate and appropriate **opportunities for others** to learn
- (b) advising and coaching **others** so that they can identify their current level of competence, their learning needs and targets
- (c) selecting and recommending appropriate **learning techniques and methods** which are suitable to the topic and the needs of the individual
- (d) presenting information to **others** using a pace, style and form which is appropriate to their needs
- (e) encouraging **others** to ask questions, to ask for clarification and to for advice when they need help and during learning activities
- (f) reviewing **others'** progress towards agreed objectives and giving realistic and positive feedback on achievements
- (g) identifying, through discussion with **others**, areas in which they need help to achieve agreed competence levels and using the information to produce an agreed personal development plan

***The Range ...***

**1 Opportunities:**

- paid time;
- personal times;
- office;
- site, group and mutual collaboration

**2 Others:**

- colleagues;
- trainees entering the profession

**3 Learning techniques and methods:**

- attending training and educational programmes;
- coaching;
- instructing;
- agreeing work based learning opportunities

C05. Contribute to the performance of teams, individuals and self

C05.2 Contribute to enabling others to learn

---

(Based on CISC Standard F49.4 Enable others to learn and benefit from one's experience)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and basic to demonstrating competence:*

- 1 Records of learning opportunities, advice and coaching given (a,b,c) [1,2,3]
- 2 Presentations of information (d,e) [2]
- 3 Reviews of progress including agreed personal development plans (f,g) [2]

*Simulations are not considered to be acceptable for producing evidence for this element.*

**Process Evidence:**

*The candidate must produce observed evidence from the workplace covering the following item that is considered to be common and basic to demonstrating competence:*

- 1 Presentations of information (d,e) [2]

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Opportunities for others to learn [1]

**Know what and why**

identify (a)

**Know how to bring together in order that something can be decided or acted upon**

offer (a)

**In relation to:**

Others who learn and benefit from one's experience [2]

**Know what and why**

identify areas in which to achieve competence (g)

**Know how to**

use information to produce a development plan (g)

**Know how to examine in order to understand, explain or predict**

review progress (f)

**Know how to bring together in order that something can be decided or acted upon**

give feedback (f)

**In relation to:**

Learning techniques and methods [3]

**Know how to**

recommend (c)

present information (d)

Encourage questions and responses (e)

**Know how to weight up ideas and make a judgement**

advise and coach (b)

select (c)

C05. Contribute to the performance of teams, individuals and self

C05.3 Undertake personal development

---

(Based on CISC Standard F49.3 Undertake personal development in the occupational practice area)

***The Performance Criteria – this involves ...***

- (a) identifying **personal development needs**
- (b) identifying relevant **standards of competence** against which **personal development** can be measured
- (c) identifying and contacting **sources of support and guidance** for undertaking personal development
- (d) preparing a **development plan** for achieving identified development needs
- (e) undertaking **development activities** aimed at achieving identified development needs, recording progress and evaluating the effectiveness of the activities
- (f) reviewing the cycle of **personal development** and revising and updating personal development needs to suit changing circumstances

***The Range ...***

- 1 Personal development needs:**
  - preparation for new jobs;
  - need for updating
  - need for provide evidence of competence;
  - compliance with employer requirements;
  - career progression;
  - awareness of shortcomings
- 2 Standards of competence:**
  - job descriptions
  - industry national standards
- 3 Personal development**
  - maintenance of existing competence;
  - improvements of existing competence;
  - development of new competence
- 4 Sources of support and guidance:**
  - national/industry/Professional bodies;
  - education and training providers;
  - in house
- 5 Development plan includes:**
  - priorities;
  - target dates;
  - development activities
- 6 Development activities:**
  - format courses;
  - work experience;
  - personal study

C05. Contribute to the performance of teams, individuals and self

C05.3 Undertake personal development

---

(Based on CISC Standard F49.3 Undertake personal development in the occupational practice area)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and basic to demonstrating competence:*

- 1 Personal development plans (d) [5] which include:
  - identified personal development needs (a) [1]
  - identified standards of competence (b) [2,3]
- 2 Records of development activities undertaken (e) [6]
- 3 Reviews of personal development including revisions and updates to development plans (f) [1,3]

Simulations are not considered to be acceptable for producing evidence for this element

**Process Evidence:**

Not applicable

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Personal development [2]

**Know what and why**

identify needs (a) [1]

**Know how to**

revise and update personal development needs (f)

**Know how to examine in order to understand, explain or predict**

review cycle of (f)

**In relation to:**

Standards of competence for measuring personal development [2]

**Know what and why**

identify (b)

**In relation to:**

Sources of support and guidance for personnel development[4]

**Know what and why**

identify (c)

**Know how to**

contact (c)

**In relation to:**

Personal development plans [5]

**Know how to bring together in order that something can be decided or acted upon**

prepare (d)

**In relation to:**

Personal development activities

**Know how to**

record progress (e)

**Know how to weigh up ideas and make a judgement**

undertake (e)

evaluate effectiveness (e)



# CONSTRUCCION SITE SUPERVISION 3

## The Unit:

**SSL3/C06     Contribute to productive working relationships**

## The Standards which are part of this Unit:

**SSL3/C06.1     Enhance the trust and support of colleagues**

**SSL3/C06.2     Enhance the trust and support of those to whom you report**

**SSL3/C06.3     Develop and maintain relationships with people affected by one's work**

## The Unit Commentary:

This Unit is about working relationships

Your competence to create and maintain working relationships, reducing the opportunity for conflict to a minimum with an immediate manager, team members and others.

Element	6.1	<u>Colleagues</u> Consulting with others regarding proposed activities. Keeping them informed about work and offering them appropriate support when needed. Ensuring they are treated with respect, promises are kept with discussions that are open and frank. This Element originates from the Standards developed by the Management & Enterprise NTO (MSC C6.1). As such its format differs slightly from other Elements in the qualification.
Element	6.2	<u>Immediate manager</u> Keeping them informed about activities, plans and any problems, threats or opportunities which arise. Consulting and clarifying policies and ways of working; resolving any disagreements in a constructive way. This Element originates from the Standards developed by the Management & Enterprise NTO (MSC C6.2). As such its format differs slightly from other Elements in the qualification.
Element	6.3	<u>Others</u> Ensuring that others are kept informed and consulted on those matters which affect their normal lives and well being. Common courtesies in dealing with requests for information and assistance.

C06. Contribute to productive working relationships  
C06.1 Enhance the trust and support of colleagues

---

(Based on CISC Standard F46.1 Enhance the trust and support of colleagues)

***The Performance Criteria - this involves ...***

- (a) consulting with **colleagues** about proposed activities at appropriate times and in a manner which encourages open, frank discussion
- (b) keeping **colleagues** informed about organisational plans and activities, emerging threats and opportunities
- (c) honouring the commitments you make to **colleagues**
- (d) treating **colleagues** in a manner which shows your respect for individuals and the need for confidentiality
- (e) giving **colleagues** sufficient support for them to achieve their work objectives
- (f) discussing directly with the **colleagues** concerned your evaluation of their work and behaviour

***The Range ...***

- 1 Colleagues:**
- those working at the same level;
  - those working at a higher level;
  - those working at a lower level

C06. Contribute to productive working relationships  
C06.1 Enhance the trust and support of colleagues

---

(Based on CISC Standard F46.1 Enhance the trust and support of colleagues)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

You must prove that you enhance the trust and support of colleagues to the National Standard of competence

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

You must show evidence of gaining the trust and Support of two of the types of colleagues [1]

*Your evidence must be the result of real work activities undertaken by yourself. Evidence from simulated activities is not acceptable for this element.*

*You must, however, convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of purpose, monitoring and assessment, listed.*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

Communication (a) [1]

- how to consult with colleagues in a way which encourages open and frank discussions
- how to select communication methods appropriate to the issues and contexts
- the importance of effective communication methods to productive working relationships
- the importance of discussing evaluations of output and behaviour at work promptly and directly with those concerned
- how to provide feedback in a way which will lead to a constructive outcome

Information handling (d) [1]

- the types of information concerning colleagues which need to be treated confidentially and procedures to follow to ensure this.

Organisational context (b) [1]

- the organisational plans and activities, emerging threats and opportunities, which are relevant to the work of colleagues and about which they need to be informed.

Providing support (e) [1]

- the support colleagues may require to achieve their objectives and how to provide such support.

Working relationships (c,d) [1]

- how people work in groups especially at senior levels within an organisation
- the strategies and styles of working which encourage effective working relationships
- the importance of honouring commitments to colleagues
- the importance of showing respect for colleagues and how to do this

C06. Contribute to productive working relationships  
C06.2 Enhance the trust and support of those to whom you report

---

(Based on CISC Standard F46.2 Enhance the trust and support of those to whom you report)

***The Performance Criteria - this involves ...***

- (a) giving **those to whom you report** timely and accurate reports on activities, progress, results and achievements
- (b) giving **those to whom you report** clear and accurate information about emerging threats opportunities with a degree of urgency appropriate to the situation
- (c) making proposals for action that are clear and realistic
- (d) **presenting** your **proposals** for action to those to whom you report at appropriate times
- (e) making constructive efforts to resolve disagreements and maintain good working relationships where you have disagreements with **those to whom you report**

***The Range ...***

- 1 Those to whom you report:**
  - an individual;
  - an organisation, board or other authority
- 2 Present proposals:**
  - spoken;
  - written

(Based on CISC Standard F46.2 Enhance the trust and support of those to whom you report)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*You must prove that you enhance the trust and support of those to whom you report to the National Standard of competence.*

*To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.*

You must show evidence that you present proposals one of the types of those to whom you report [1]

You must show evidence that you present proposals in one of the forms [2]

*Your evidence must be the result of real work activities undertaken by yourself. Evidence from simulated activities is acceptable only for performance criterion e) in this element.*

*You must, however, convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of those to whom you report and proposals, listed.*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

Communication (a,d) [1,2]

- the importance of keeping those to whom you report informed of activities, progress, results and achievements and how to do this
- how to develop and present proposals in ways which are realistic, clear and likely to influence those to whom you report positively.

Organisational context (b) [1]

- the management structures, lines of accountability and control in your organisation
- the general responsibilities of those to whom you report
- the decision making processes within your organisation
- the types of emerging threats and opportunities about which those to whom you report need to be informed and the degree of urgency attached to these
- the types of organisational policies and ways of working about which you need to consult with those to whom you report, and how to do this.

Working relationships (e) [1]

- strategies and styles of working which encourage effective and how to provide such support.
- methods of handling disagreements with those to whom you report in a constructive manner

C06. Contribute to productive working relationships

C06.3 Develop and maintain relationships with people affected by one's work

---

(Based on CISC Standard F47.1 Develop and maintain relationships with people who benefit from one's work)

***The Performance Criteria - this involves ...***

- (a) developing, maintaining and encouraging **working relationships** with **people** which promote **goodwill and trust**
- (b) **informing people** about **work activities** in an appropriate level of detail and with an appropriate degree of urgency
- (c) **offering advice** and help to **people** about **work activities** with sensitivity and encouraging questions, requests for clarification and comments
- (d) **clarifying** with **people** objections to proposals and suggesting alternative proposals
- (e) resolving conflicts and differences of opinion in ways which minimise offence, and maintain respect

***The Range ...***

**1 Working relationships:**

- formal;
- informal

**2 People:**

- employers;
- clients and customers;
- users;
- contractual;
- general public;
- community groups;
- suppliers of products and services

**3 Promote goodwill and trust:**

- demonstrating a duty of care;
- honouring promises and undertakings;
- honest relationships;
- constructive relationships

**4 Informing, offering advice, presenting and clarifying:**

- orally;
- in writing;
- using graphics

**5 Work activities:**

- progress;
- results;
- achievements;
- emerging threats;
- opportunities

## C06. Contribute to productive working relationships

### C06.3 Develop and maintain relationships with people affected by one's work

---

(Based on CISC Standard F47.1 Develop and maintain relationships with people who benefit from one's work)

#### **The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

#### **Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Records of information and advice provided about work activities (a,b,c,e) [1,2,3,4,5]
- 2 Information presented, including clarification offered (a,d,e) [1,2,3,4]

*Simulation are not considered to be acceptable for producing evidence for this element.*

#### **Process Evidence:**

*The candidate must produce observed evidence from the workplace covering the following item that is considered to be common and basic to demonstrating competence:*

- 1 Informing and advising (all) [all]

#### **The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

#### **In relation to:**

Working relationships with people [2]

#### **Know how to**

maintain and encourage (a) [3]

#### **Know how to bring together in order that something can be decided or acted upon**

develop (a) [1]

resolve conflicts and differences of opinion (e)

#### **In relation to:**

Advising, information, presenting and clarifying about work activities [4]

#### **Know how to**

Inform about (b) [5]

encourage responses (c)

clarify objections to proposals (d) [2]

#### **Know how to bring together in order that something can be decided or acted upon**

offer advice (c)

suggest alternative proposals (d)



# CONSTRUCTION SITE SUPERVISION 3

## The Unit:

SSL3/C07 Plan and implement highways maintenance activities

## The Standards which are part of the Unit:

SSL3/C07.1 Plan and schedule highways maintenance activities

SSL3/C07.2 Monitor and maintain highways maintenance activities

## The Unit Commentary:

This Unit is specifically designed for those operating as highways maintenance supervisors and is required to complete the NVQ/SVQ for this discipline.

This Unit is about highways maintenance

Your competence to identify, review and prioritise highways maintenance activities and monitor their implementation and maintain performance.

Element	7.1	<u>Planning</u> Reviewing highways maintenance requirements, prioritising activities and scheduling and agreeing them with decision makers.
Element	7.2	<u>Monitoring and maintaining</u> Monitoring and maintaining highways maintenance activities by inspection, controlling necessary resources, compliance with statutory requirements, identifying problems and implementing corrective action.

C07. Plan and implement highways maintenance activities

C07.1 Plan and schedule highways maintenance activities

---

(Based on CISC Standard E33.2 Plan and schedule the maintenance of property, systems and services)

***The Performance Criteria - this involves ...***

- (a) identifying work requirements for **highways maintenance**
- (b) identifying and reviewing **influencing factors** and **guidance material** about **highways maintenance**
- (c) prioritising **maintenance activities** by assessing and accounting for all the **influencing factors**
- (d) ensuring that priorities take account of **changing circumstances** whilst maintaining consistency with the **influencing factors**
- (e) preparing plans and schedules of **maintenance activities** and negotiating and agreeing them with decision makers

***The Range ...***

**1 Highways:**

- dual carriageway;
- single carriageway;
- carriageway with footway

**2 Maintenance:**

- scheduled and preventative;
- unscheduled and corrective;
- emergency

**3 Influencing factors:**

- work requirements;
- contractual requirements;
- statutory requirement;
- resource allocation;
- environmental considerations

**4 Guidance material:**

- maintenance manuals;
- traffic control;
- practice guides/specifications

**5 Maintenance activities:**

- regular programmes;
- responsive works;
- winter maintenance;
- traffic management (signing, lighting, guarding)

**6 Changing circumstances:**

- susceptibility to damage;
- safety requirements;
- compromised operational effectiveness;
- weather conditions

## C07. Plan and implement highways maintenance activities

### C07.1 Plan and schedule highways maintenance activities

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(Based on CISC Standard E33.2 Plan and schedule the maintenance of property, systems and services)

#### **The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

#### **Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrating competence:*

- 1 Plans and schedules of maintenance activities (e) [5] which include:
  - identified work requirements (a) [1,2]
  - reviews and assessments of influencing factors and guidance material (b,c) [3,4]
  - prioritised activities (c,d) [3,6]

*Simulation are not considered to be acceptable for producing evidence for this element.*

#### **Process Evidence:**

*Not applicable*

#### **The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

#### **In relation to:**

Highways maintenance [1,2]

#### **Know what and why**

identify work requirements for (a)

#### **In relation to:**

Factors influencing highways maintenance [3]

#### **Know what and why**

identify (b)

#### **Know how to**

account for (c)[5]

maintain consistency between priorities and (d)

#### **Know how to examine in order to understand, explain or predict**

review (b)

assess (c)

#### **In relation to:**

Guidance material [4]

#### **Know what and why**

identify (b)

#### **Know how to examine in order to understand, explain or predict**

review (b)

#### **In relation to:**

Maintenance activities [5]

#### **Know how to**

Prepare plans and schedules (e)

#### **Know how to examine in order to understand, explain or predict**

prioritise (c)

#### **Know how to bring together in order that something can be decided or acted upon**

negotiate plans and schedules (e)

#### **Know how to weigh up ideas and make a judgement**

Agree plans and schedules (e)

#### **In relation to:**

Changing circumstances affecting maintenance [6]

#### **Know how to**

ensure that priorities take account of (d) [3]

C07. Plan and implement highways maintenance activities  
C07.2 Monitor and maintain highways maintenance activities

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(Based on CISC Standard E33.3 Implement the maintenance of property, systems and services)

***The Performance Criteria - this involves ...***

- (a) carrying out programmes of regular **inspection** which will minimise **highways** disruption and maintain optimum performance
- (b) complying with legal and statutory requirements for **highways maintenance** using safe working methods and practices
- (c) identifying and assessing problems and recommending and implementing corrective action which conforms to safe working methods and practices
- (d) keeping accurate records of **inspections**, and corrective action and the costs involved
- (e) identifying, assessing and maintaining the necessary **resources** for; **maintenance activities**

***The Range ...***

**1 Inspections:**

- health & safety;
- performance

**2 Highways:**

- dual carriageway;
- single carriageway;
- carriageway with footway

**3 Maintenance:**

- scheduled and preventative;
- unscheduled and corrective;
- emergency

**4 Resources:**

- materials;
- plant and equipment;
- time;
- personnel

**5 Maintenance activities:**

- regular programmes;
- responsive works;
- winter maintenance;
- traffic management (signing, lighting, guarding)

C07. Plan and implement highways maintenance activities  
C07.2 Monitor and maintain highways maintenance activities

---

(Based on CISC Standard E33.3 Implement the maintenance of property, systems and services)

**The Evidence - performance ...**

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the range for the element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

**Product Evidence:**

*There must be workplace performance evidence against each performance criteria. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criteria.*

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical demonstrating competence:*

- 1 Records of inspection programmes which have been carried out (a,d) [1] which include:
  - compliance with legal and statutory requirements and safe working practices and methods (b) [2,3]
- 2 Records of corrective action which includes:
  - problems identified and assessed and recommendations for corrective action (c)
- 3 Assessments of resource requirements (e) [4,5]

*Simulation are not considered to be acceptable for producing evidence for this element*

**Process Evidence:**

*Not applicable*

**The Evidence - knowledge and understanding**

*Established from questioning the candidate or from industry recognised education and training course assessment which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

**In relation to:**

Inspections [1]

**Know what and why**

identify problems (c)

**Know how to**

carry out programmes of (a)  
implement corrective action (c)  
keep records (d)

**Know how to examine in order to understand, explain or predict**

assess problems (c)

**Know how to bring together in order that something can be decided or acted upon**

recommend corrective action (c)

**In relation to:**

Highways maintenance [2,3]

**Know how to**

comply with legal and statutory requirements for (b)  
use safe working methods and practices (b)

**In relation to:**

Resources for maintenance activities [4,5]

**Know what and why**

identify (e) [4]

**Know how to**

maintain (e)

**Know how to examine in order to understand, explain or predict**

assess (e)

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**Confirm Work Activities and Resources for the Work**

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**Description:**

This unit is about:

- identifying the work activities involved
- adopting safe and healthy working practices
- identifying resources to carry out the work
- confirmation of a work programme/schedule for the occupational area of work being carried out

<b>Performance Criteria</b> You must be able to:	<b>Scope of Performance</b> Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Identify the work activities and assess the resources required from the information available and plan the programme of work to be carried out.	Record(s) containing the resources required for the work relating to: <ul style="list-style-type: none"><li>- occupations associated with the work</li><li>- tools, plant and/or ancillary equipment</li><li>- materials and components.</li></ul>
2 Obtain clarification and advice where the resources required are not available.	Record(s) which confirms and advises on what resources are available for the work.
3 Evaluate the work activities against project requirements and the requirements of any significant external factors.	Record(s) covering project requirements. External factors influencing the work relating to: <ul style="list-style-type: none"><li>- other occupations</li><li>- resources</li><li>- weather conditions</li><li>- health and safety requirements.</li></ul>
4 Identify work activities which influence each other and make the best use of the resources available.	Record(s) covering activities that have an influence on each other and the best use of resources: <ul style="list-style-type: none"><li>- other occupations</li><li>- materials and components</li><li>- tools, plant and/or ancillary equipment.</li></ul>
5 Identify changed circumstances that will require alterations to the work programme and justify them to the decision makers.	Record(s) of proposed alterations to the work and the circumstances to justify them: <ul style="list-style-type: none"><li>- inform line management of changes required.</li></ul>

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**Unit No. VR 209: Confirm Work Activities and Resources for the Work**

<p><b>Knowledge and Understanding relating to Performance Criteria</b></p> <p>You must know and understand:</p>	<p><b>Scope of Knowledge and Understanding</b></p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Programme and resources</i></p> <p>How to identify the work activities.</p> <p>How to assess the <b>resources</b> needed from the information available.</p> <p>How to prepare a work <b>programme</b>.</p> <p><i>Performance Criteria 2</i> <i>Clarification and advice on the resources</i></p> <p>How to obtain <b>clarification and advice</b> where the <b>resources</b> required are not available.</p> <p><i>Performance Criteria 3</i> <i>Project requirements and external factors</i></p> <p><b>Evaluation</b> of the work activities against <b>project requirements</b> and the requirements of significant <b>external factors</b>.</p> <p><i>Performance Criteria 4</i> <i>Work activities</i></p> <p>How to identify which work activities influence each other.</p> <p>How to determine how long each work activity will take and the sequence of activities.</p> <p><i>Performance Criteria 5</i> <i>Alterations to the work programme</i></p> <p>How to identify alterations to the work <b>programme</b> to meet changed circumstances.</p> <p>How to assess the contractual/work effects resulting from alterations to the work <b>programme</b>.</p> <p>How to justify to decision makers the effects resulting from alterations to the work <b>programme</b>.</p>	<p><b>Clarification and advice</b> From:</p> <ul style="list-style-type: none"> <li>- the client/client's representative</li> <li>- manufacturer's technical information</li> <li>- trade literature</li> <li>- organisational procedures.</li> </ul> <p><b>Evaluation</b> By:</p> <ul style="list-style-type: none"> <li>- work study</li> <li>- risk assessment.</li> </ul> <p><b>External factors</b> Other related programmes. Special working conditions. Weather conditions. Other occupations/people. Resources. Health and safety requirements.</p> <p><b>Programme</b> Documentation relating to:</p> <ul style="list-style-type: none"> <li>- action lists ] and/or</li> <li>- method statements ] occupation</li> <li>- duration ] specific</li> <li>- schedules ] requirements.</li> </ul> <p><b>Project requirements</b> Contract conditions. Contract programme stipulations. Health and safety requirements of operatives.</p> <p><b>Resources</b> Other occupations/people associated with the work. Tools, plant and/or ancillary equipment. Materials and components.</p>

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**Unit No. VR 210 (09/04)**  
**Develop and Maintain Good Working Relationships**

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(CICSC F47.1)

**Description:**

This unit is about:

- interpreting information
- adopting safe and healthy working practices
- working with, informing people, supporting people
- developing and maintaining good occupational working relationships

<b>Performance Criteria</b>	<b>Scope of Performance</b>
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Develop, maintain and encourage working relationships to promote goodwill and trust.	Record(s) of information on advice provided about occupational work activities and associated occupations.
2 Inform relevant people about work activities in an appropriate level of detail and with an appropriate degree of urgency.	Record(s) of information and advice given about carrying out the work activities: <ul style="list-style-type: none"><li>- appropriate timescales</li><li>- health and safety requirements</li><li>- co-ordination of work procedures.</li></ul>
3 Offer advice and help to relevant people about work activities and encourage questions, requests for clarification and comments.	Record(s) of information and advice given about methods of occupational work activities to achieve the required outcome.
4 Clarify the proposals with the relevant people and discuss alternative suggestions.	Outline notes of discussions relating to the occupational work activity and other occupations involved.
5 Resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect.	Outline notes of agreed activities that satisfy those involved, to meet the required outcome of the proposed method of work.

**Unit No. VR 210: Develop and Maintain Good Working Relationships**

<p><b>Knowledge and Understanding relating to Performance Criteria</b></p> <p>You must know and understand:</p>	<p><b>Scope of Knowledge and Understanding</b></p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Working relationships</i></p> <p>How to maintain and encourage <b>working relationships</b> to promote <b>goodwill and trust</b> with relevant <b>people</b>.</p> <p>How to develop <b>working relationships</b> to <b>promote goodwill and trust</b>.</p> <p><i>Performance Criteria 2</i> <i>Inform people</i></p> <p>How to <b>inform</b> relevant <b>people</b> about <b>work activities</b> in an appropriate level of detail and with an appropriate degree of urgency.</p> <p><i>Performance Criteria 3</i> <i>Offer advice</i></p> <p>How to encourage questions, requests for clarification and comments.</p> <p>How to <b>offer advice</b> and help to <b>people</b> about <b>work activities</b>.</p> <p><i>Performance Criteria 4</i> <i>Deal with alternative proposals</i></p> <p>How to <b>clarify</b> alternative proposals with the relevant <b>people</b>.</p> <p>How to suggest alternative proposals.</p> <p><i>Performance Criteria 5</i> <i>Resolve conflicts</i></p> <p>How to resolve differences of opinion in ways which minimise offence and maintain <b>goodwill, trust</b> and respect.</p>	<p><b>Goodwill and trust</b> Keeping promises and undertakings. Honest relationships. Constructive relationships.</p> <p><b>Inform, offer advice and clarify</b> Orally. In writing. Using drawings/sketches.</p> <p><b>People</b> Colleagues. Employers. Clients and customers. Contractors. Suppliers of products and services.</p> <p><b>Work activities</b> Progress. Results. Achievements. Occupational problems. Occupational opportunities. Health and safety requirements. Co-ordinated work.</p> <p><b>Working relationships</b> Formal. Informal.</p>

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**Confirm the Occupational Method of Work**

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**Description:**

This unit is about:

- assessing project data to determine construction, installation and work methods
- adopting safe and healthy working practices
- selecting the methods of work
- confirming the methods of work to the relevant personnel associated with the occupation

<b>Performance Criteria</b> You must be able to:	<b>Scope of Performance</b> Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Assess the available project data accurately to determine the occupational work method to be made.	Interpret drawings, specifications, schedules, manufacturer's information, method of work, risk assessment, programme of work.
2 Obtain more information from alternative sources in cases where the available project data is insufficient.	Outline notes on information obtained from alternative sources about the work to be carried out.
3 Identify work methods that will make the best use of resources and meet project, statutory and contractual requirements.	Record(s) of potential work methods to carry out the occupational work activity and meet health and safety requirements relating to technical and/or project criteria.
4 Confirm and communicate the selected work method to relevant personnel.	Outline notes for confirmation and communication on the selected occupational work method.

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**Unit No. VR 211: Confirm the Occupational Method of Work**

<p><b>Knowledge and Understanding relating to Performance Criteria</b></p> <p>You must know and understand:</p>	<p><b>Scope of Knowledge and Understanding</b></p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Assessment of project data</i></p> <p>How to summarise <b>project data</b>.</p> <p>How to assess the available <b>project data</b> and interpret the <b>work method</b>.</p> <p><i>Performance Criteria 2</i> <i>Information sources for project data</i></p> <p>How to obtain more information from <b>alternative sources</b> when the available <b>project data</b> is insufficient.</p> <p><i>Performance Criteria 3</i> <i>Identify work methods</i></p> <p>How to identify <b>work methods</b> against <b>technical</b> and <b>project criteria</b> to make the best use of resources and meet project, statutory and contractual requirements.</p> <p><i>Performance Criteria 4</i> <i>Communicate the method of work</i></p> <p>How to confirm and communicate the <b>work method</b> to others.</p>	<p><b>Alternative sources</b> The client or client's representative. Suppliers. Regulatory authorities. Manufacturer's literature.</p> <p><b>Project criteria</b> Conformity to statutory requirements. Client and user needs. Contract requirements in terms of time, quantity and quality. Environmental considerations.</p> <p><b>Project data</b> Quantities required. Specifications. Detailed drawings. Health and safety requirements. Timescales. Scope of works.</p> <p><b>Technical criteria</b> Materials. Health, safety and welfare. Fire protection. Access. Equipment availability. Availability of suitable workforce. Pollution risk. Waste and disposal. Weather conditions.</p> <p><b>Work method</b> Standard work procedures. Sequence of work. Organisation of resources (people, equipment, materials). Work techniques. Working conditions (health, safety and welfare). Risk assessment.</p>

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**Unit No. VR 212 (01/05)**  
**Implement and Maintain Health, Safety and Welfare**

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(CICSC D27.1/.2)

**Description:**

This unit is about:

- interpreting information
- adopting safe and healthy working practices
- promoting and encouraging a health, safety and welfare culture
- implementing and monitoring health, safety and welfare within the operational work environment
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

<b>Performance Criteria</b>	<b>Scope of Performance</b>
You must be able to:  1 Allocate and maintain health, safety and welfare equipment and resources which meet the project and statutory requirements.	Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .  Arrangements for health, safety and welfare which include allocation of responsibilities, posting and maintaining statutory notices and hazard warnings, allocation of equipment and resources.
2 Encourage a culture of health, safety and welfare and identify opportunities for improving the health and safety of the work environment.	Promotion and encouragement of a health, safety and welfare culture within the operational environment: <ul style="list-style-type: none"><li>- tool box talks.</li></ul>
3 Induct people and check that they are suitably competent and monitored whilst at the workplace.	<b><i>Induction and monitoring the health, safety and welfare of people in the workplace:</i></b> <ul style="list-style-type: none"><li>- <b><i>records of inducting and monitoring.</i></b></li></ul>
4 Monitor health, safety and welfare, in accordance with statutory requirements, and identify and record any special workplace conditions and situations that do not comply with regulations.	Record(s) of implementation and maintenance of health, safety and welfare, identification of any special workplace conditions and non-complying situations.

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**Unit No. VR 212: Implement and Maintain Health, Safety and Welfare**

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<b>Knowledge and Understanding relating to Performance Criteria</b> You must know and understand:	<b>Scope of Knowledge and Understanding</b> The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Health, safety and welfare</i></p> <p>How to allocate <b>health, safety and welfare equipment and resources</b>.</p> <p><i>Performance Criteria 2</i> <i>Improving health and safety</i></p> <p>How to identify what opportunities there are for improving the health and safety of the work environment.</p> <p>How to encourage a culture of health, safety and welfare in the workplace.</p> <p>How to recommend opportunities for improving the health and safety of the work environment.</p> <p><i>Performance Criteria 3</i> <i>Induction to health and safety</i></p> <p>How to <b>induct people</b> and check that <b>people</b> are correctly certified and monitored whilst in the workplace.</p> <p><i>Performance Criteria 4</i> <i>Monitoring health, safety and welfare</i></p> <p>How to check health, safety and welfare systems regularly in accordance with <b>statutory requirements</b> and record any special workplace conditions and examples which do not comply with regulations.</p> <p>How to identify what special workplace conditions and examples there are which do not comply with regulations.</p>	<p><b>Health, safety and welfare equipment and resources</b></p> <p>Protective clothing. Protective equipment. First-aid facilities and arrangements. Welfare facilities. Storage and security of materials and equipment. Accident and incident reporting. Fire-fighting equipment. Provision of health, safety and welfare training.</p> <p><b>Induct</b></p> <p>Health and safety responsibilities. Workplace operations. Health, safety and welfare equipment and resources. Risk control procedures. First-aid arrangements.</p> <p><b>People</b></p> <p>Workforce. Suppliers. Visitors.</p> <p><b>Statutory requirements</b></p> <p>Workplace specific health, safety and welfare regulations. General health, safety and welfare legislation. Recognised industry Codes of Practice. Prescribed notices. Safety signs.</p>

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**Unit No. VR 213 (01/05)**  
**Co-ordinate and Organise Work Operations**

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(CICSC D25.1/2)

**Description:**

This unit is about:

- interpreting information about the project and work operations to be carried out
- adopting safe and healthy working practices
- selecting materials, components and equipment for the work
- preparing, co-ordinating and organising the work operations
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

<b>Performance Criteria</b>	<b>Scope of Performance</b>
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Provide adequate notice, as required, to all the people who will be affected, about when the work will start, how long it will take and when it will finish.	Record(s) of arrangements for notices of dates for the work to be carried out.
2 Agree a programme and methods of work with the people who will be doing the work.	Record(s) of agreement of work programmes and methods of work for the work to be carried out.
3 Organise the work being done with other operations as required of the overall work being carried out.	Record(s) of organising work with others associated with the operation.
4 Obtain sufficient resources of the appropriate type which will meet the project requirements and timescales.	Record(s) of resources obtained.
5 Organise and control the work and resources so that conditions are safe and the workplace is tidy.	Record(s) of workplace control, including resources, site tidiness and disposal of waste.

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**Unit No. VR 213: Co-ordinate and Organise Work Operations**

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<b>Performance Criteria (continued)</b>	<b>Scope of Performance (continued)</b>
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
6 Identify any special considerations, record them and pass them on to people who may be affected.	Record(s) and identification of special considerations that have to be allowed for: <ul style="list-style-type: none"><li>- occupiers</li><li>- near neighbours</li><li>- public access</li><li>- workplace conditions.</li></ul>
7 Organise the work area layout for operational purposes and communicate to the people involved with the work.	Record(s) of organisation and communication on the work area layout for operational purposes: <ul style="list-style-type: none"><li>- storage</li><li>- work area</li><li>- plant and/or equipment</li><li>- temporary services</li><li>- access</li><li>- security</li><li>- continuing use by occupiers.</li></ul>
8 Organise the storage and use of materials and components so that materials handling and movement is efficient and wastage is minimised.	Record(s) of arrangements for the storage and use of materials and components to minimise handling, movement and wastage.

**Unit No. VR 213: Co-ordinate and Organise Work Operations**

<p><b>Knowledge and Understanding relating to Performance Criteria</b></p> <p>You must know and understand:</p>	<p><b>Scope of Knowledge and Understanding</b></p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Notification of work to be carried out</i></p> <p>How to give adequate notice, as required in the contract, to all the people who will be affected about when the work will start, how long it will take and when it will finish.</p> <p><i>Performance Criteria 2</i> <i>Programme and methods of work</i></p> <p>How to agree a programme and methods with the people who will be doing the work.</p> <p><i>Performance Criteria 3</i> <i>Organisation and co-ordination of work</i></p> <p>How to organise and co-ordinate the work with other work activities/operations.</p> <p><i>Performance Criteria 4</i> <i>Obtain and plan for resources</i></p> <p>How to obtain sufficient <b>resources</b>.</p> <p>How to plan <b>resources</b>.</p> <p><i>Performance Criteria 5</i> <i>Storage and use of resources</i></p> <p>How to control the workplace and <b>resources</b> so that conditions are safe, the workplace is tidy and creates a favourable image of the organisation, its products and services and the project.</p> <p><i>continued...</i></p>	<p><b>Resources</b></p> <p>People. Tools. Plant and ancillary equipment. Materials and components. Information.</p> <p><b>Special considerations</b></p> <p>Relating to:</p> <ul style="list-style-type: none"> <li>- occupiers</li> <li>- environment</li> <li>- vehicular access</li> <li>- health and safety</li> <li>- hazards</li> <li>- trespass</li> <li>- near neighbours</li> <li>- public access</li> <li>- workplace conditions</li> <li>- health, safety and welfare</li> <li>- statutory regulations and limitations</li> <li>- Codes of Practice.</li> </ul> <p><b>Work area layout</b></p> <p>Storage. Work area. Plant and/or ancillary equipment. Temporary services. Access. Security. Continuing use by occupiers.</p>

**Knowledge and Understanding  
relating to Performance Criteria  
(continued)**

You must know and understand:

*Performance Criteria 6*

*Special considerations*

How to identify what are **special considerations**.

How to record **special considerations** and pass them on to people who will be affected.

*Performance Criteria 7*

*Work area layout for operational purposes*

How to pass on information about the **work area layout** to the people working in the workplace.

How to organise/arrange the **work area layout** for operational purposes.

*Performance Criteria 8*

*Storage and use of materials*

How to organise the storage and use of materials and components.

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**Allocate and Monitor the Use of Plant and Equipment**

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**Description:**

This unit is about:

- confirming and allocating the use of plant and equipment on the job
- adopting safe and healthy working practices
- monitoring the use of plant and/or equipment
- ensuring that plant and/or equipment is operated safely and without risk to others
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

<b>Performance Criteria</b> You must be able to:	<b>Scope of Performance</b> Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Confirm the plant and/or equipment for the workplace and allocate it to the operations.	Record(s) of the allocation of plant and/or equipment for the operations.
2 Identify and assess health and safety risks and implement working practices and other safeguards to minimise risks.	Record(s) of assessment of health and safety risks and working practices and other safeguards for the work being carried out.
3 Inform decision makers where plant and/or equipment is unsuitable for use in the workplace.	Record(s) of alternatives to decision makers for plant and/or equipment that is unsuitable.
4 Provide accurate instructions for the use of plant and/or equipment to operators.	Record(s) of instructions for use in current and previous work.
5 Inform decision makers promptly when plant and/or equipment is no longer required.	Record(s) of information given to decision makers on finishing with the use of plant and/or equipment.

**Unit No. VR 214: Allocate and Monitor the Use of Plant and Equipment**

<p><b>Knowledge and Understanding relating to Performance Criteria</b></p> <p>You must know and understand:</p>	<p><b>Scope of Knowledge and Understanding</b></p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Allocate plant and/or equipment</i></p> <p>How to check the <b>plant and/or equipment</b> in the workplace and allocate it to the operations for which it is suitable.</p> <p><i>Performance Criteria 2</i> <i>Risks to health and safety</i></p> <p>How to identify what are health and safety <b>risks</b>.</p> <p>How to implement working practices and other safeguards to minimise <b>risks</b>.</p> <p>How to assess health and safety <b>risks</b>.</p> <p><i>Performance Criteria 3</i> <i>Unsuitable plant and equipment</i></p> <p>How to inform <b>decision makers</b>, where <b>plant and/or equipment</b> is <b>unsuitable</b> for use in the workplace.</p> <p><i>Performance Criteria 4</i> <i>Use of plant and/or equipment</i></p> <p>How to provide accurate instructions for the use of <b>plant and/or equipment</b> to operators.</p> <p><i>Performance Criteria 5</i> <i>Return of plant and equipment</i></p> <p>How to inform <b>decision makers</b> when <b>plant and/or equipment</b> is no longer required.</p>	<p><b>Decision makers</b> Line management. Plant specialists. Plant and/or ancillary equipment suppliers.</p> <p><b>Plant and/or equipment</b> Static. Mobile. Hand tools. Consumables. Health and safety equipment. Standard/non-standard. Electro-mechanical. Electronic.</p> <p><b>Risks</b> Relating to:</p> <ul style="list-style-type: none"> <li>– operators</li> <li>– other personnel in the workplace</li> <li>– members of the public</li> <li>– workplace visitors</li> <li>– owners of adjoining property.</li> </ul> <p><b>Unsuitable</b> Because of failing to meet:</p> <ul style="list-style-type: none"> <li>– operational efficiency</li> <li>– health and safety</li> <li>– reliability</li> <li>– usage requirements.</li> </ul>

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**Unit No. VR 215 (01/05)**  
**Monitor Progress Against Work Schedules**

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(CICSC D31.3)

**Description:**

This unit is about:

- interpreting information to determine progress of the work
- recognising materials, components and equipment used with the work
- implementing actions to forward progress with the work
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

<b>Performance Criteria</b>	<b>Scope of Performance</b>
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Identify inappropriate specified resources, informing decision makers and suggesting suitable alternative resources.	Identify and record inappropriate resources and the suggested alternatives and inform decision makers.
2 Identify and quantify any deviations from planned progress which have occurred, or which may occur, and which could disrupt the programme.	Record(s) of identified and quantified deviation(s).
3 Confirm the circumstances of any deviations and agree and implement appropriate corrective action.	Record(s) of the agreed corrective action taken to overcome deviations.
4 Identify options which are likely to produce savings in cost and time and help the contract progress, and pass these on to decision makers.	Record(s) of information and recommendations about progress passed to decision makers which include options likely to minimise increases in cost and time.
5 Inform decision makers about progress, changes to the operational programme and resource needs.	Record(s) of information and recommendations passed to decision makers about progress which include options for changes and resource needs.

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**Unit No. VR 215: Monitor Progress Against Work Schedules**

<p><b>Knowledge and Understanding relating to Performance Criteria</b></p> <p>You must know and understand:</p>	<p><b>Scope of Knowledge and Understanding</b></p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Monitoring resources</i></p> <p>How to identify what are inadequate and inappropriate specified <b>resources</b>.</p> <p>How to inform <b>decision makers</b> about inadequate and inappropriate specified <b>resources</b>, and obtain alternative <b>resources</b>.</p> <p>How to specify alternative <b>resources</b>.</p> <p><i>Performance Criteria 2</i> <i>Deviations in progress</i></p> <p>How to identify any <b>deviations</b> from planned progress which could disrupt the <b>programme</b>.</p> <p>How to <b>quantify</b> any <b>deviations</b> from planned progress.</p> <p><i>Performance Criteria 3</i> <i>Corrective actions</i></p> <p>How to confirm the circumstances of any <b>deviations</b>.</p> <p>How to implement <b>corrective action</b>.</p> <p>How to agree <b>corrective action</b> in circumstances of any <b>deviations</b>.</p> <p><i>Performance Criteria 4</i> <i>Identify options</i></p> <p>How to identify options which are most likely to minimise increases in cost and time and help the contract progress.</p> <p>How to pass options which are most likely to minimise increases in cost and time, and help the contract progress, to <b>decision makers</b>.</p> <p>When to inform <b>decision makers</b> about progress, changes to the operational programme, and resource needs.</p> <p><i>Performance Criteria 5</i> <i>Decisions and actions</i></p> <p>How to inform the decision makers about actions that need to be taken.</p>	<p><b>Corrective action</b> Restore progress in accordance with agreed programme. Agree new completion dates. Secure additional resources. Alter planned work.</p> <p><b>Decision makers</b> The client and/or representative. Contractors. Suppliers Line management.</p> <p><b>Deviations</b> Resource shortages. Design problems and constraints. Lack of essential construction information. Construction errors. Inclement weather. Physical (workplace) constraints.</p> <p><b>Programme</b> Action lists. Method statements. Work costs.</p> <p><b>Quantifying</b> Method of work. Implication on resources.</p> <p><b>Resources</b> People. Tools and ancillary equipment. Materials and components. Time. Information.</p>

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**Unit No. VR 216 (01/05)**  
**Confirm Work Meets Quality Standards**

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(CICSC D31.1)

**Description:**

This unit is about:

- interpreting information for quality standards of the work being carried out
- implementing checks on the quality of work
- confirming work meets with quality standards
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

<b>Performance Criteria</b>	<b>Scope of Performance</b>
You must be able to:  1 Identify quality standards from available information and clearly specify to the people responsible for their implementation.	Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .  Record(s) of identified quality standards and specified responsibilities.
2 Regularly check that work conforms to the design requirements and the specified quality standards.	Record(s) of inspection and control procedures for quality work.
3 Identify work that fails to meet the requirements and specified quality standards and implement corrective action.	Record(s) of work defects and required corrective action.
4 Regularly inform decision makers about any significant variations in quality standards.	Record(s) information referred to others which include(s): <ul style="list-style-type: none"><li>- correction of unacceptable quality standards</li><li>- notification to decision makers.</li></ul>

**Unit No. VR 216: Confirm Work Meets Quality Standards**

<b>Knowledge and Understanding relating to Performance Criteria</b> You must know and understand:	<b>Scope of Knowledge and Understanding</b>
<p><i>Performance Criteria 1</i> <i>Quality standards</i> How to identify what are the <b>quality standards</b>.</p> <p>How to pass <b>quality standards</b> on to <b>people responsible</b> for their implementation during the contract.</p> <p><i>Performance Criteria 2</i> <i>Checks on the quality of work</i> How to check that <b>work</b> conforms to the design requirements and the specified <b>quality standard</b>.</p> <p><i>Performance Criteria 3</i> <i>Failures in work quality</i> How to identify what <b>work</b> fails to meet the requirements and specified <b>quality standards</b>.</p> <p>How to implement corrective action where <b>work</b> fails to meet the requirements and specified <b>quality standards</b>.</p> <p><i>Performance Criteria 4</i> <i>Informing decision makers</i> How to inform decision makers about significant variations in <b>quality standards</b>.</p> <p>When actions are needed to take account of variations in <b>quality standards</b>.</p>	<p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p> <p><b>People responsible</b> Suppliers. Workforce.</p> <p><b>Quality standards</b> Statutory requirements. Project specifications. British Standards. Codes of Practice. Organisational standards. Best practice. Manufacturer's information.</p> <p><b>Work</b> Materials and components and their use. Methods of work.</p>

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**Implement Procedures to Support Team's Performance**

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**Description:**

This unit is about:

- interpreting information
- supporting team and/or individual members with problems
- following organisational disciplinary and grievance procedures
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

<b>Performance Criteria</b>	<b>Scope of Performance</b>
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Identify poor performance and bring it directly to the attention of the team member concerned.	Record(s) of issues brought to the attention of team members who have problems which are affecting their performance.
2 Provide the team member with the opportunity to discuss actual or potential problems affecting their performance.	Record(s) of discussions with team members about issues affecting their performance.
3 Agree with the team member a course of action which is appropriate, timely and effective.	Record(s) of agreed actions to overcome problems with work performance.
4 Ensure your team members have clear, accurate and timely information regarding disciplinary and grievance procedures.	<b><i>Record(s) of notification of team members involved of organisational disciplinary and grievance procedures.</i></b>

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**Unit No. VR 217: Implement Procedures to Support Team's Performance**

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<b>Knowledge and Understanding relating to Performance Criteria</b> You must know and understand:	<b>Scope of Knowledge and Understanding</b>
<p><i>Performance Criteria 1</i> <i>Performance handling</i></p> <p>Why it is important to promptly identify poor performance and bring it directly to the <b>team member's</b> attention.</p> <p><i>Performance Criteria 2</i> <i>Communication</i></p> <p>How to encourage and enable <b>team members</b> to talk frankly about their <b>problems</b>.</p> <p>Why it is important to provide opportunities for <b>team members</b> to discuss <b>problems</b>.</p> <p><i>Performance Criteria 3</i> <i>Providing support</i></p> <p>How to identify <b>problems</b> which the individual is experiencing and devise appropriate responses.</p> <p><i>Performance Criteria 4</i> <i>Information handling</i></p> <p>Why it is important to maintain confidentiality when dealing with disciplinary and grievance procedures (who may receive what <b>information</b>).</p>	<p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p> <p><b>Information</b> Organisational. Individual's rights.</p> <p><b>Problems</b> Arising from work-related factors. Arising from personal factors.</p> <p><b>Team members</b> People for whom you have line management responsibility. People for whom you have functional responsibility.</p>

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**Co-ordinate and Confirm the Dimensional Requirements of the Work**

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**Description:**

This unit is about:

- co-ordinating and communicating information with work colleagues
- adopting safe and healthy working practices
- selecting, using and maintaining measuring and recording equipment
- confirming and measuring dimensional control requirements of the work
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

<b>Performance Criteria</b> You must be able to:	<b>Scope of Performance</b> Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Co-ordinate and communicate with work colleagues, accurate information, to position, align and level the work being carried out.	Record(s) of dimensional information passed to work colleagues.
2 Confirm and measure the dimensional controls, setting out points, lines and profiles accurately and maintain them to the specified work requirements.	Record(s) of dimensional controls, setting out points, lines and profiles.
3 Check and adjust measuring and recording equipment to the specified accuracy.	Record(s) of checks and adjustments made to measuring and recording equipment.
4 Identify any deviations in dimensional controls and ensure they are corrected in accordance with the work requirements.	Record(s) of corrections needed to identified deviations.
5 Identify circumstances and conditions that require revision of work practices.	Record(s) of circumstances and conditions that affect work in the occupation and area of responsibility.

**Unit No. VR 218: Co-ordinate and Confirm the Dimensional Requirements of the Work**

<p><b>Knowledge and Understanding relating to Performance Criteria</b></p> <p>You must know and understand:</p>	<p><b>Scope of Knowledge and Understanding</b></p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Information to position, level and align</i></p> <p>How to co-ordinate and communicate accurate information to work colleagues to enable them to position, align and level the work.</p> <p><i>Performance Criteria 2</i> <i>Dimensional control</i></p> <p>How to confirm and measure <b>dimensional controls</b>, setting out points, lines and profiles and maintain them to the specified work requirements.</p> <p><i>Performance Criteria 3</i> <i>Measuring and recording equipment</i></p> <p>How to check <b>measuring and recording equipment</b> and apply the manufacturers' tolerances to adjust the equipment to maintain the specified accuracy.</p> <p><i>Performance Criteria 4</i> <i>Deviations in position, alignment and level</i></p> <p>How to identify any <b>deviations</b> in position, alignment and level.</p> <p>How to correct any <b>deviations</b> in position, alignment and level in accordance with the work requirements.</p> <p><i>Performance Criteria 5</i> <i>Revision of work practices</i></p> <p>How to identify <b>circumstances and conditions</b> that affect the work and require revisions to the work procedures/practices.</p>	<p><b>Circumstances and conditions</b> Land. Water. Obstacles. Climatic variation. 'Live' conditions (e.g. buildings and sites in use, roads, railways, runways).</p> <p><b>Deviations</b> Arising from: – transfer of lines and levels – use of wrong lines and levels.</p> <p><b>Dimensional controls</b> Lines. Levels. Angles. Distances. Curves.</p> <p><b>Measuring and recording equipment</b> Mechanical. Optical. Electronic.</p>

**Description:**

This unit is about:

- interpreting information for the organisational and communication needs of the project
- adopting safe and healthy working practices
- implementing the systems of communication for information
- collecting, recording and distributing information
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

<b>Performance Criteria</b> You must be able to:	<b>Scope of Performance</b> Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b> .
1 Identify and implement the organisational and communication needs that are required for the project.	Record(s) of project organisation and communication systems which have been implemented.
2 Implement the agreed methods of communicating, reporting, recording and retrieving information.	Record(s) of communications, reports and retrieval of information relating to the needs of the project.
3 Identify any breakdowns in communication, and take action to restore effective communication.	Record(s) of any breakdowns in communication and the actions taken to resolve them in accordance with organisational procedures.
4 Implement the agreed systems for recording and providing feedback on the ways in which resources are allocated and used.	Record and provide feedback on the use of resources for the project.

**Unit No. VR 219: Contribute to the Circulation of Information**

<b>Knowledge and Understanding relating to Performance Criteria</b> You must know and understand:	<b>Scope of Knowledge and Understanding</b> The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Organisational and communication needs</i></p> <p>How to identify the <b>organisational and communication needs</b> for the project.</p> <p><i>Performance Criteria 2</i> <i>Communicating, reporting, recording and retrieving information</i></p> <p>How to monitor the <b>methods of communicating, reporting, recording and retrieving</b> information introduced.</p> <p>How to implement <b>methods of communicating, reporting, recording and retrieving</b> information which are agreed for the project.</p> <p><i>Performance Criteria 3</i> <i>Breakdowns in communication</i></p> <p>How to identify breakdowns in communication. How to take action to restore effective communication.</p> <p><i>Performance Criteria 4</i> <i>Information on resources</i></p> <p>How to implement the agreed systems for recording and providing feedback on the ways in which <b>resources</b> are allocated and used.</p>	<p><b>Methods of communicating, reporting, recording and retrieving</b></p> <p>Oral. Written. Graphic. Electronic.</p> <p><b>Organisational and communication needs</b></p> <p>Contract administration. Health and safety. Team interfaces. Integration of data.</p> <p><b>Resources</b></p> <p>People. Tools. Plant and/or ancillary equipment. Materials and components. Current project information.</p>

**Unit 24 Hand over new properties to customers**

**Guidance on Evidence Requirements**

The following notes are for guidance only: it is up to assessors, working within the overall guidance provided by their awarding body, to use a suitable mix of assessment methods, and to decide the amount and type of evidence that is required to judge the competence of specific candidates.

<p><b>Quantity of Evidence</b></p> <p>Evidence, either performance or knowledge, should demonstrate that a candidate can achieve the standards consistently, and can meet the minimum requirements listed here; the same evidence can be used to meet more than one requirement.</p>	<ul style="list-style-type: none"> <li>• inspect a minimum of 3 different new properties</li> <li>• complete the hand over of a minimum of 3 different new properties</li> </ul>
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<p><b>Range of Evidence</b></p> <p>Performance or knowledge evidence is required to demonstrate that the candidate can undertake the unit across the range of situations specified on the right. Performance evidence should be collected for a minimum proportion of this range, as indicated in the numbers to the left of the statement. The assessor should determine whether the context within which a candidate works might require a greater number of items in the range to be assessed by performance evidence.</p>	<p><b>4 of 5: Specifications</b></p> <ul style="list-style-type: none"> <li>• structure • finishes • appliances • furnishings</li> <li>• fittings</li> </ul>
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<p><b>Assessment Methods</b></p> <p>Not all the assessment methods need to be used: the assessor should determine a suitable mix of methods. The assessment methods that are ticked are likely to be suitable, while those that have a cross against them should not be used.</p>	<p><b>Examples of Evidence</b></p> <p>The following list provides some ideas of what types of performance evidence could be produced by the candidate. It is not intended that candidates have to provide all this evidence: the assessor determines how much evidence is required.</p>																
<table border="1" style="width: 100%;"> <tr><td>performance or outcomes observed by assessor</td><td style="text-align: center;">✓</td></tr> <tr><td>documents</td><td style="text-align: center;">✓</td></tr> <tr><td>case study</td><td style="text-align: center;">✓</td></tr> <tr><td>project or assignment</td><td style="text-align: center;">✗</td></tr> <tr><td>witness testimony</td><td style="text-align: center;">✓</td></tr> <tr><td>oral questioning by assessor</td><td style="text-align: center;">✓</td></tr> <tr><td>written questions responded to orally by candidates</td><td style="text-align: center;">✓</td></tr> <tr><td>simulation</td><td style="text-align: center;">✓</td></tr> </table>	performance or outcomes observed by assessor	✓	documents	✓	case study	✓	project or assignment	✗	witness testimony	✓	oral questioning by assessor	✓	written questions responded to orally by candidates	✓	simulation	✓	<ul style="list-style-type: none"> <li>• Appointment book</li> <li>• Audio or video recordings</li> <li>• Correspondence (including letters, faxes, e-mails)</li> <li>• Customer care forms</li> <li>• Customer enquiry/request forms</li> <li>• Personal work notes</li> <li>• Photographs</li> <li>• Progress forms</li> <li>• Recorded telephone calls</li> <li>• Site report</li> <li>• Specification lists</li> </ul>
performance or outcomes observed by assessor	✓																
documents	✓																
case study	✓																
project or assignment	✗																
witness testimony	✓																
oral questioning by assessor	✓																
written questions responded to orally by candidates	✓																
simulation	✓																

<p><b>Evidence of Underpinning Knowledge Required</b></p> <p>Candidates should demonstrate their understanding of underpinning knowledge that is relevant to this unit. They should know</p> <ul style="list-style-type: none"> <li>• the main principles that relate to their work</li> <li>• what are the authoritative sources of information</li> <li>• why it is important to possess the knowledge</li> <li>• how the knowledge impacts on their work</li> </ul> <p>The knowledge is likely to underpin other units in the qualification, and therefore assessors should only assess that knowledge that has not been assessed at other times.</p>	<ul style="list-style-type: none"> <li>• Company procedures and practices</li> <li>• Company's products and services</li> <li>• Construction methods</li> <li>• National legal framework governing sale and purchase of property</li> <li>• NHBC/Zurich Cover</li> </ul>
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**Unit 24 Hand over new properties to customers****Activity 24.1 Inspect a new property prior to hand over to a customer**

<b>You must be able to:</b>	<b>You must know:</b>
1. Obtain the correct specifications <sup>1</sup> for the new property	a) how to obtain specifications relating to customer's requirements
2. Arrange access to the new property at suitable opportunities to check the specification	b) when should new properties be inspected c) why new properties should be inspected
3. Identify any discrepancies with the specifications	d) what are the discrepancies that could occur e) what types of remedial work could be undertaken f) who is responsible for undertaking different types of remedial work
4. Check the operation of fittings and appliances	g) what are the fittings and appliances that should be checked h) what types of defect could occur in different fittings and appliances
5. Ensure the new property is clean and tidy and all redundant materials are removed	i) what types of material should be removed
6. Identify any problems emerging from the inspection of the property and take appropriate action to resolve them	j) what are the types of problem that could occur k) what actions should be taken to resolve them
7. Record the results of the inspection in the appropriate systems	l) what are the systems for recording inspections of new properties m) why it is important to use the systems
8. Comply with all relevant health and safety requirements and obtain all relevant documents	n) what are the relevant health and safety requirements o) what are the consequences of not complying with them p) what are the documents that have to be obtained

**Scope of Activity**

*Key words and phrases that indicate the scope of this Activity are defined below. The superscript numbers in the standards above indicate the first time the key word or phrase is used in this Activity.*

*Guidance on evidence requirements associated with these 'scope statements' is provided at the beginning of the unit.*

- 1 Specifications**  
 • structure • finishes • appliances • furnishings • fittings

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**Unit 24     Hand over new properties to customers**


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**Activity 24.2     Complete the hand over of a new property to a customer**


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<b>You must be able to:</b>	<b>You must know:</b>
1. Confirm procedures for handing over the new property to the customer	a) what are the procedures for handing over new properties
2. Request the customer to confirm that the new property meets the agreed specification <sup>1</sup>	b) why it is important for the customer to check the new property
3. Identify and explain any aspects of the new property that differ from the specification agreed with the customer	c) what are the agreed specifications d) what aspects could differ
4. Explain the operation of fittings and appliances	e) what fittings and appliances should be explained
5. Provide the customer with all relevant documentation, materials, and keys	f) what are the documentation, materials, and keys that should be handed over
6. Inform the customer of the procedures for contacting the appropriate people in the event of any problems	g) what types of problem could occur h) who is responsible for different activities i) what are the procedures for contacting different people
7. Record the hand over of the property in the appropriate systems	j) what are the systems for recording the hand over of properties k) why it is important to use the systems
8. Comply with all relevant legislation, guidelines, and codes of practice	l) what are the relevant legislation, guidelines, and codes of practice m) what are the consequences of not complying with them

**Scope of Activity**

*Key words and phrases that indicate the scope of this Activity are defined below. The superscript numbers in the standards above indicate the first time the key word or phrase is used in this Activity.*

*Guidance on evidence requirements associated with these 'scope statements' is provided at the beginning of the unit.*

**1 Specifications**

• structure • finishes • appliances • furnishings • fittings

## Resolve customer service problems

### What this unit is about

This unit is all about what to do when it is difficult to meet customer expectations.

Even if the service you give is excellent, some customers will experience problems. Part of your job is to help to resolve those problems. A problem is anything that means customer expectations are not being met. This may be because your customer's expectations involve more than you can offer or because your service procedures have not been followed.

Some problems are reported by customers and sometimes you spot the problem first and resolve it before your customer has even noticed.

As soon as you are aware of a problem, you need to consider the options and then choose a way to put it right.

This Unit is particularly important in customer service because many customers judge how good the customer service of your organisation is by the way problems are handled.

When you resolve customer service problems you must consistently:

#### **31.1 Spot customer service problems**

- 31.1.1 listen carefully to your customers about problems they have raised
- 31.1.2 ask your customers about the problem to check your understanding
- 31.1.3 recognise repeated problems and alert the appropriate authority
- 31.1.4 share customer feedback with others to identify potential problems before they happen
- 31.1.5 identify problems with systems and procedures before they begin to affect your customers

#### **31.2 Pick the best solution to resolve customer service problems**

- 31.2.1 identify the options for resolving a customer service problem
- 31.2.2 work with others to identify and confirm the options to resolve a customer service problem
- 31.2.3 work out the advantages and disadvantages of each option for your customer and your organisation
- 31.2.4 pick the best option for your customer and your organisation
- 31.2.5 identify for your customer other ways that problems may be resolved if you are unable to help

#### **31.3 Take action to resolve customer service problems**

- 31.3.1 discuss and agree the options for solving the problem with your customer
- 31.3.2 take action to implement the option agreed with your customer
- 31.3.3 work with others and your customer to make sure that any promises related to solving the problem are kept
- 31.3.4 keep your customer fully informed about what is happening to resolve problem
- 31.3.5 check with your customer to make sure the problem has been resolved to their satisfaction
- 31.3.6 give clear reasons to your customer when the problem has not been resolved to their satisfaction

## Knowledge and understanding

To be competent in resolving customer service problems you must know and understand:

- 31a organisational procedures and systems for dealing with customer service problems
- 31b how to defuse potentially stressful situations
- 31c how to negotiate
- 31d the limitations of what you can offer your customer

## Key words and phrases for this unit

- ⇨ listening
- ⇨ recognise repeated problems
- ⇨ share feedback
- ⇨ choose amongst options
- ⇨ work with others
- ⇨ resolve problems
- ⇨ check progress
- ⇨ give explanations

## Evidence requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. However, for this Unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this Unit. *(Guidelines for the assessment of a Realistic Working Environment can be found in the Customer Service Assessment Strategy for S/NVQ Levels 2,3 and 4 – January 2006)*
2. You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
3. You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
4. Your evidence must include examples of resolving problems involving each of the following:
  - a a problem first identified by customers
  - b a problem identified within the organisation before it has affected your customer
  - c a problem caused by differences between your customer's expectations and what your organisation can offer
  - d a problem caused by a system or procedure failure
  - e a problem caused by a lack of resources or human error.
5. Your evidence must prove that you:
  - a supplied relevant information when customers have requested it
  - b supplied relevant information when customers have not requested it
  - c have used agreed organisational procedures when solving problems
  - d have made exceptions to usual practice with the agreement of others.