

# COGTO5 - SQA Unit Code D7XD 04

## Establish and maintain effective working relationships



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### Overview

This unit is about establishing and maintaining effective working relationships.

It deals with the following:

- 1 Establishing and maintaining effective working relationships with colleagues
- 2 Establishing and maintaining relationships with visitors to the working environment
- 3 Establishing and maintaining effective communications with colleagues
- 4 Carrying out work handovers

During this work you must take account of the relevant operational requirements and safe working practices AS THEY APPLY TO YOU.

#### **Previous Version:**

Unit C6 National Occupational Standards in Well Services :  
Tubing Operations – August 2001

#### Performance criteria

- You must be able to:*
- P1 treat colleagues in a manner which promotes and maintains goodwill
  - P2 promptly and willingly meet reasonable requests from colleagues
  - P3 provide clear, accurate and prompt information regarding daily work schedules to colleagues
  - P4 support and offer help to colleagues who are in work related difficulties
  - P5 promptly and effectively report breakdowns in working relationships
  - P6 work safely in accordance with operational requirements
  - P7 greet visitors in a manner which promotes goodwill
  - P8 provide visitors with clear and sufficient information to meet their identified need
  - P9 promptly pass on requests for information outwit your own responsibility to the relevant personnel
  - P10 effectively ensure that visitors are not endangered through your acts or omissions
  - P11 effectively deliver clear, concise, accurate and unambiguous communications
  - P12 accurately identify difficulties in interpretation of information and seek prompt clarification
  - P13 effectively record all relevant information
  - P14 ensure that information given to you on current operational status is accurate and complete
  - P15 effectively communicate all relevant operating instructions
  - P16 leave your work area clean and hazard free

**Knowledge and understanding**

*You need to know and understand:*

- K1 your own responsibilities within your organisation
- K2 how to recognise reasonable requests
- K3 what is considered essential information regarding daily work schedules
- K4 when a working relationship has broken down
- K5 the limits of your responsibilities
- K6 policies and procedures regarding visitors
- K7 what specific statutory requirements apply to the way in which you communicate with others
- K8 what specific terms of communication you would adopt with colleagues and how these relate to company procedures, policies etc
- K9 how to work with and within the Permit to Work system
- K10 how to identify and control and minimise work area hazards
- K11 the relevant personnel who are to give and receive information to and from you

## **Additional Information**

### **Scope/range related to knowledge and understanding**

- 1 the implications of statutory and organisational requirements
- 2 how to interpret operational requirements

### **Glossary**

#### **Statutory requirement**

E.g. HASAWA and COSHH

#### **Operational requirements**

E.g. policies, procedures, instructions, codes of practice, standards, schedules

#### **Information**

Oral, written and visual

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**Suite** Tubing Operations

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