

COGODO1 - SQA Unit Code F22A 04

Establish and maintain effective relationships with others



Overview

This unit has two elements and is about your competence in working together, communicating and carrying out handovers whilst ensuring the safety of others at all times.

- 1 Establish And Maintain Effective Working Relationships With Others
- 2 Establish And Maintain Effective Communications With Others

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

Unit-wide Knowledge

1. Appropriate safety content of operational policies, procedures, instructions, codes of practice, standards
2. How to use 'Safe Systems of Work' processes to identify hazards and mitigate or reduce risks to as low as reasonably practicable (ALARP)
3. The use and care of various types of personal protective equipment

**Performance
criteria**

Establish And Maintain Effective Working Relationships With Others

You must be able to:

- P1 treated **others** in a manner which promotes and maintains goodwill and is appropriate to the **situation**
- P2 promptly and willingly met reasonable requests and queries from others
- P3 provided prompt, clear and accurate **information** to others
- P4 offered additional support when others have difficulties and sought help where necessary
- P5 promptly reported unresolved breakdowns in working relationships to an **appropriate person**
- P6 worked safely in accordance with operational requirements and associated **Safe Systems of Work**

Establish And Maintain Effective Communications With Others

You must be able to:

- P7 used a style of communication (language and terminology) that is clear, concise and accurate and suited to the workplace and the **situation**
- P8 followed procedures and act promptly, when dealing with communications.
- P9 promptly sought clarification, when difficulties are experienced interpreting communications
- P10 relayed **information** (that is accurate and complete) about current operational status, to and from relevant personnel at handover stage
- P11 left the work area clean and free of hazards
- P12 worked safely in accordance with operational requirements and associated **Safe Systems of Work**

Knowledge and understanding

You need to know and understand:

Establish And Maintain Effective Working Relationships With Others

- K1 how to treat others in a manner which promotes and maintains goodwill
- K2 the requirements of workplace practices relating to visitors
- K3 who to refer visitors to when they require information that is not within the individual's job responsibility
- K4 appropriate responses to make, when dealing with work related difficulties or breakdowns in relationships
- K5 workplace reporting procedures
- K6 emergency procedures

Establish And Maintain Effective Communications With Others

You need to know and understand:

- K7 who to seek clarification from when communications cannot be clearly understood
- K8 where to obtain operational policies, procedures, instructions, code of practice, standards from, and how to implement them
- K9 the importance of passing on information that is accurate and complete, and the need at times, to clarify information that is received
- K10 methods for passing on accurate and complete information
- K11 the nature of work area hazards, and ways to control and/or minimise risks

Additional Information

Scope/range related to performance criteria

The terms used in the scope relate directly to those shown in **bold** in the Performance Statements.

- 1 **Others** may include co-workers, supervisors, managers, other company employees, third parties and visitors
- 2 **Situations** may include informal meetings, formal meetings, normal work situations, team briefings, contingency situations, handovers
- 3 **information** must include oral and visual
- 4 **Appropriate person** may include HLO, RO, other helideck crew-member, crane operator, helicopter crew
- 5 **Safe Systems of Work** must include processes or systems that incorporate Hazard Identification, Risk Assessment, Permit to Work and any other associated systems.

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