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### Overview

This unit is designed for the candidate to demonstrate competence in providing information to others related to organising, planning or supervising operational activities on the distribution network. Information from the network may include monitoring existing system status; information about proposed works and potential effectiveness and cost-benefits; information about existing, new and innovative techniques, fittings and materials and how they can be used on the network without disrupting supply or compromising water quality.

This unit will apply to Network Construction Operations at Level 3 and is intended for Construction Supervisors.

# EUSNCO316 (SQA Unit Code - F30B 04)

## Advise and inform others

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### Performance criteria

*You must be able to:*

- P1 research the advice and relevant information needs of recipients in ways which are appropriate and sufficient and take account of organisational implications and constraints
- P2 provide advice and relevant information at a time and place and in a form and manner appropriate to the needs of individuals and organisations
- P3 the relevant information provided is accurate, current, relevant and sufficient
- P4 advice is consistent with approved procedures and practices and implications and constraints
- P5 advice is supported by reasoned argument and appropriate evidence
- P6 confirm individuals and organisations understanding of the advice and relevant information given
- P7 maintain confidentiality according to approved procedures and practices
- P8 use feedback from individuals and organisations to improve the way you provide advice and relevant information

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### Knowledge and understanding

*You need to know and understand:*

- K1 how to identify information needs
- K2 the types of advice and information which people may require
- K3 how to communicate advice and information effectively both through speaking and in writing
- K4 the importance of checking the validity of advice and information provided to others
- K5 how to ensure accuracy, currency, sufficiency and relevance of advice and information
- K6 organisational policies, procedures and resource constraints which may affect advice given to others
- K7 situations in which it is appropriate to act on one's own initiative in giving information and advice
- K8 the importance of providing advice and information and your role and responsibilities in relation to this
- K9 how to develop and present a reasoned case when providing advice to others
- K10 the importance of confirming the recipient's understanding of information and advice provided and how to do this
- K11 the principles of confidentiality when handling information and advice - what types of information and advice may be provided to what people
- K12 the importance of seeking feedback on the quality and relevance of the advice and information you provide and how to encourage such feedback

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### Additional Information

#### Scope/range related to performance criteria

1. relevant information: sources of information, statutory and non statutory reports, company documentation, job instructions, client documentation (internal or external)
2. implications and constraints: customer considerations, work details (including design, extent, location, time, duration, anticipated completion time), availability of resources, effect of weather/seasonal conditions
3. individuals and organisations: customers, contractors, network operatives, colleagues, statutory bodies
4. approved procedures and practices: Environmental, organisational regulatory, statutory, emergency, operational, health, safety and environment, contingency plans, relevant company policies, approved materials and equipment and procedures, and risk assessments. In accordance with the industry's expectations of a Construction Supervisor, including the organisation of all aspects of site operations including planned and unplanned work

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