

# COSVR709 - SQA Unit Code F3DD 04

## Control work against agreed quality standards



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### Overview

This standard is about

- 1 implementing given quality assurance control procedures
- 2 checking quality of work against agreed standards
- 3 taking appropriate action to correct deficiencies

# COSVR709 - SQA Unit Code F3DD 04

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### Performance criteria

- You must be able to:*
- P1 identify quality standards from available information and before work starts pass them to the people responsible for their implementation
  - P2 clearly communicate the responsibilities which individuals have for maintaining quality standards
  - P3 implement systems to inspect and control the quality of work and record the outcomes
  - P4 check regularly that work conforms to the design requirements and the specified quality standards
  - P5 identify work which fails the requirements and specified quality standards and ensure corrective action is taken
  - P6 inform decision-makers regularly about significant variations in quality standards, programme and safety implications, and suggest improvements
  - P7 identify improvements from feedback received and recommend them to people responsible

# COSVR709 - SQA Unit Code F3DD 04

## Control work against agreed quality standards

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### Knowledge and understanding

*You need to know and understand:*

#### Performance Criteria 1

##### Identify quality standards

- K1 how to identify **quality standards**
- K2 how ensure the **people responsible** receive appropriate information on **quality standards**
- K3 how to ensure the **people responsible** implement appropriate **quality standards** before they start work

#### Performance Criteria 2

##### Communicate responsibilities

*You need to know and understand:*

- K4 how to communicate individual responsibilities for maintaining **quality standards** clearly

#### Performance Criteria 3

##### Implement systems

*You need to know and understand:*

- K5 how to implement **systems** for controlling the quality of **work**
- K6 how to check the quality of **work** against the agreed **quality standards**
- K7 how to record findings from quality inspections
- K8 why you need to implement a system to control and record the quality of **work**

#### Performance Criteria 4

##### Check conformity of work

*You need to know and understand:*

- K9 how to check that the **work** conforms to the design requirements and specified **quality standards**

#### Performance Criteria 5

##### Identify failed work and take corrective action

*You need to know and understand:*

- K10 how to identify quality faults in **work**
- K11 how to ensure corrective action is taken when faults in **work** are identified

# COSVR709 - SQA Unit Code F3DD 04

## Control work against agreed quality standards

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*You need to know and understand:*

### **Performance Criteria 6**

#### **Inform decision-makers about significant variations**

- K12 how to regularly inform decision-makers about significant variation in **quality standards**
- K13 how to inform decision-makers about significant variations in programme and safety implications
- K14 how to suggest improvements to decision-makers

*You need to know and understand:*

### **Performance Criteria 7**

#### **Identify improvements from feedback**

- K15 how to identify improvements in quality from feedback received
- K16 how to make recommendations for improvement in quality to the people responsible

# COSVR709 - SQA Unit Code F3DD 04

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### Additional Information

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#### Scope/range related to performance criteria

#### Performance Criteria 1

- 1 records of information related to at least three of the following quality standards
  - 1.1 statutory requirements
  - 1.2 project specifications
  - 1.3 British Standards
  - 1.4 International Standards
  - 1.5 Codes of Practice
  - 1.6 organisational standards
  - 1.7 trade advisory guidance and best practice
  - 1.8 benchmarks and key performance indicators

#### Performance Criteria 2

- 2 records of information communicated to individuals showing clear areas of responsibility for maintaining quality standards for the work or task

#### Performance Criteria 3

- 3 details of at least six of the following systems employed to measure quality and record the outcome
  - 3.1 visual inspection
  - 3.2 checks with design requirements
  - 3.3 checks with standard documentation
  - 3.4 checks with manufacturer's documentation
  - 3.5 checks with delivery notes
  - 3.6 sampling and mock-ups
  - 3.7 testing
  - 3.8 site inspection reports
  - 3.9 contractor's reports
  - 3.10 site meetings
  - 3.11 dimension checks
  - 3.12 handover checks

#### Performance Criteria 4

- 4 records of the regular checks undertaken to ensure the work conforms to the design requirements and the agreed quality standards

#### Performance Criteria 5

- 5 records of corrective action of faults found in at least one of the following
  - 5.1 materials and components and their use
  - 5.2 methods of construction

# **COSVR709 - SQA Unit Code F3DD 04**

## **Control work against agreed quality standards**

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### **Performance Criteria 6**

- 6 records of information passed to decision-makers detailing significant variations in quality standards, programme and safety implications with suggestions for improvements to ensure project requirements are met

### **Performance Criteria 7**

- 7 records of feedback received and improvements identified
- 8 records of recommendations from feedback received made to at least two of the following people responsible
  - 8.1 the client, customer or their representative
  - 8.2 contractors
  - 8.3 consultants
  - 8.4 sub-contractors
  - 8.5 suppliers
  - 8.6 workforce
  - 8.7 internal management

# COSVR709 - SQA Unit Code F3DD 04

## Control work against agreed quality standards

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### Scope/range related to knowledge and understanding

#### People responsible

- 1 the client, customer or their representative
- 2 contractors
- 3 consultants
- 4 sub-contractors
- 5 suppliers
- 6 workforce
- 7 internal management

#### Quality standards

- 8 statutory requirements
- 9 project specifications
- 10 British Standards
- 11 International Standards
- 12 Codes of Practice
- 13 organisational standards
- 14 trade advisory guidance and best practice
- 15 benchmarks or key performance indicators

#### Systems

- 16 visual inspections
- 17 checks with design requirements
- 18 checks with standard documentation
- 19 checks with manufacturer's documentation
- 20 checks with delivery notes
- 21 sampling and mock-ups
- 22 testing
- 23 site inspection reports
- 24 contractor's reports
- 25 site meetings
- 26 dimensional checks
- 27 handover checks

#### Work

- 28 materials and components and their use
- 29 methods of construction

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