

COSVR713 - SQA Unit Code F3GS 04

Allocate work and check people's performance



Overview

This standard is about

- 1 ensuring that the work required is planned, and effectively allocated
- 2 checking on the progress and quality of the work
- 3 ensuring team members, the people you are responsible for, are meeting the required standard

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Performance criteria

- You must be able to:*
- P1 confirm the programmes and schedules, identify priorities and critical activities, and plan how the work will be undertaken
 - P2 allocate work to team members, taking account of their current circumstances, and brief them on the quality standards or level expected
 - P3 monitor the progress and quality of the work and provide prompt and constructive feedback
 - P4 motivate team members to complete the work they have been allocated and provide, where requested and possible, any additional support and/or resources
 - P5 identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members
 - P6 recognise successful completion of significant pieces of work, or work activities, by team/team members and advise responsible people

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Knowledge and understanding

You need to know and understand:

Performance Criteria 1

Confirm work required and plan

- K1 how to confirm **programmes and schedules**
- K2 how to identify priorities and critical activities in **programmes and schedules**
- K3 how to plan how work will be undertaken

Performance Criteria 2

Allocate work

You need to know and understand:

- K4 how to allocate work fairly to team members
- K5 how to take account of team member's **current circumstances**
- K6 how to brief team members on the **quality standards** or level expected

Performance Criteria 3

Check progress and quality

You need to know and understand:

- K7 how to check the progress of work against **programmes and schedules**
- K8 how to check work against required **quality standards**
- K9 how to provide constructive **feedback**

Performance Criteria 4

Motivate team members to complete work

You need to know and understand:

- K10 how to **motivate** team members
- K11 how to provide, where requested and available, additional support and/or **resources**
- K12 how to get feedback on additional support provided from team members

Performance Criteria 5

Identify unacceptable or poor performance

You need to know and understand:

- K13 how to identify unacceptable or poor performance
- K14 how to discuss the **causes of poor performance** with team members
- K15 how to agree ways of improving performance with team members

Performance Criteria 6

Recognise success

You need to know and understand:

- K16 how to recognise successful completion of significant pieces of work, or work activities
- K17 how to advise the **people responsible** of team/team member's successes

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Additional Information

Scope/range related to performance criteria

Performance Criteria 1

- 1 records of priorities and critical activities identified in programmes and schedules, and a plan of how the work will be undertaken

Performance Criteria 2

- 2 records of the work allocated and briefings given to team members, taking account of the following current circumstances
 - 2.1 skills
 - 2.2 knowledge
 - 2.3 experience
 - 2.4 workload

Performance Criteria 3

- 3 records of progress checks undertaken
- 4 records of quality checks undertaken
- 5 records of feedback given to team members

Performance Criteria 4

- 6 records of requests for additional support and/or resources
- 7 records of feedback from team members

Performance Criteria 5

- 8 records of unacceptable or poor performance
- 9 records of agreed ways of improving performance

Performance Criteria 6

- 10 records of praise and recognition for success
- 11 records of advice on success given to responsible people

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Scope/range related to knowledge and understanding

Causes of poor performance

- 1 external factors
- 2 internal factors
- 3 social factors
- 4 personal circumstances
- 5 skills and knowledge deficiencies
- 6 lack of support
- 7 lack of resources

Current circumstances

- 8 skills
- 9 knowledge
- 10 experience
- 11 work load

Feedback

- 12 formal appraisal
- 13 interim appraisal
- 14 verbal report
- 15 written report
- 16 reference
- 17 report

Motivate

- 18 inspire
- 19 stimulate
- 20 prompt
- 21 encourage
- 22 induce
- 23 cause
- 24 provoke

People responsible

- 25 the client, customer or their representative
- 26 contractors
- 27 consultants
- 28 sub-contractors
- 29 suppliers
- 30 workforce
- 31 internal management

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Programmes and schedules

- 32 bar charts
- 33 critical activities
- 34 action lists
- 35 method statements

Quality standards

- 36 statutory requirements
- 37 project specifications
- 38 British Standards
- 39 International Standards
- 40 Codes of Practice
- 41 organisational standards
- 42 trade advisory guidance and best practice
- 43 benchmarks or key performance indicators

Resources

- 44 people
- 45 plant, equipment or machinery
- 46 materials and components
- 47 sub-contractors
- 48 information
- 49 work area and facilities
- 50 waste management
- 51 utility providers

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Developed by ConstructionSkills

Version number 1

Date approved October 2007

Indicative review date July 2015

Validity Current

Status Original

Originating organisation ConstructionSkills

Original URN VR713

Relevant occupations Construction and Building Trades Supervisors

Suite Construction Site Supervision; Construction Site Management; Controlling Lifting Operations (Construction)

Key words Planned; Allocate; Team; Check; Performance; Standards; Activities