

# COSVR734 - SQA Unit Code F3H3 04

## Establish and monitor communication systems and organisational procedures



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### Overview

This standard is about

- 1 establishing communication systems and procedures that support the organisation of the project
- 2 establishing communication systems and managing meetings
- 3 monitoring communication systems and procedures

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### **Establish and monitor communication systems and organisational procedures**

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#### **Performance criteria**

*You must be able to:*

- P1 identify organisational and communication needs for the project
- P2 establish systems and procedures which are compatible with those used by the client, customer or their representative and the supply chain
- P3 produce project information and circulate it to people and organisations that have an interest
- P4 establish methods of communicating information between people and organisations that have an interest
- P5 monitor the communication and organisational methods for effectiveness, identify and investigate breakdowns and take action to restore effective communication and organisation
- P6 use information received to make improvements to the organisation of the project and communication systems
- P7 prepare for and manage meetings to meet objectives
- P8 complete actions following the meeting to meet objectives

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### Knowledge and understanding

*You need to know and understand:*

#### Performance Criteria 1

##### Organisational and communication systems

- K1 how to identify **organisational and communication systems** for a project

#### Performance Criteria 2

##### Develop and introduce systems

*You need to know and understand:*

- K2 how to establish and introduce **systems** which are compatible with those used by the client, customer or their representative and supply chain
- K3 how to establish **communication** and organisational **systems** that will enable clear effective management, administrative and operational controls
- K4 why you need **communication** and organisational **systems** that will be compatible and provide control

#### Performance Criteria 3

##### Produce project information

*You need to know and understand:*

- K5 how to produce accurate and unambiguous information about people's **roles and responsibilities**, the project and the organisational structure
- K6 how to circulate information about people's **roles and responsibilities**, and the project and organisational structure to **people and organisations** that have an interest
- K7 why information on people's **roles and responsibilities** is important to **people and organisations** that have an interest

#### Performance Criteria 4

##### Methods of communication

*You need to know and understand:*

- K8 how to establish **methods of communicating**, reporting, recording and retrieving information between **people and organisations** who have an interest which are appropriate to the needs of the project
- K9 why **methods of communicating**, reporting, recording and retrieving information between interested **people and organisations** should be established

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*You need to know and understand:*

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### Performance Criteria 5

#### Monitor communication and organisational methods

- K10 how to monitor the **methods of communicating**, reporting, recording and retrieving information
- K11 how to identify breakdowns in **communication** and organisational **systems**
- K12 how to investigate breakdowns in **communication** and organisational **systems**
- K13 why breakdowns in **communication** and organisational **systems** need to be investigated
- K14 the actions that can be taken to restore effective **communication** and organisational **systems**

*You need to know and understand:*

### Performance Criteria 6

#### Make improvements

- K15 how to identify possible improvements to **methods of communicating** and organisational **systems**
- K16 why you should try to improve established **systems**

*You need to know and understand:*

### Performance Criteria 7

#### Manage meetings

- K17 how to manage **meetings** to ensure objectives are met

*You need to know and understand:*

### Performance Criteria 8

#### Actions following meetings

- K18 how to complete actions following **meetings** to ensure objectives are met
- K19 how to evaluate the effectiveness of **meetings**

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### Additional Information

#### Scope/range related to performance criteria

#### Performance Criteria 1

- 1 records of identified needs showing consideration of at least four of the following organisational and communication systems
  - 1.1 roles and responsibilities
  - 1.2 site or head office interface
  - 1.3 project administration
  - 1.4 health, safety, welfare and environmental needs
  - 1.5 project team interfaces
  - 1.6 integration of data
  - 1.7 sharing of project data
  - 1.8 team working
  - 1.9 the client, customer or their representative

#### Performance Criteria 2

- 2 records of the systems established showing compatibility with the client, customer or their representative and the supply chains systems
- 3 records that show clear and effective management, administrative and operational control

#### Performance Criteria 3

- 4 records of at least one of the following circulated to people that have an interest
  - 4.1 information on people's roles
  - 4.2 details on people's responsibilities
  - 4.3 details of the organisational structure

#### Performance Criteria 4

- 5 records of establishing at least three of the following methods of communication for reporting, recording and retrieving information
  - 5.1 oral
  - 5.2 written
  - 5.3 graphic
  - 5.4 electronic

#### Performance Criteria 5

- 6 records of the system used to monitor the methods of communication and organisation for effectiveness
- 7 records of communication and organisation breakdowns
- 8 records of the action taken to restore effective communication and organisation

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#### **Performance Criteria 6**

- 9 records of possible improvements identified for the organisation of the project
- 10 records of possible improvements identified for the project communication system

#### **Performance Criteria 7**

- 11 records of meetings with colleagues and stakeholders that include the following principles
  - 11.1 prepare an agenda, arrange venue and contact attendees in good time
  - 11.2 agreement of the objectives to be achieved during the meeting
  - 11.3 acknowledgement of constructive contributions from the attendees during the meeting
  - 11.4 encouraging a balanced and informed discussion on the agenda items
  - 11.5 run the meeting on time
  - 11.6 agreement that objectives have been achieved
  - 11.7 agreement of actions and responsibilities following the meeting

#### **Performance Criteria 8**

- 12 records of post-meeting activities including
  - 12.1 minutes of the meeting drafted and circulated
  - 12.2 distribution of necessary information to relevant people
  - 12.3 monitoring of the completion of the agreed post-meeting actions

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### Scope/range related to knowledge and understanding

#### Communication

- 1 people
- 2 systems
- 3 media

#### Meetings

- 4 formal group
- 5 informal group
- 6 formal one-to-one
- 7 informal one-to-one
- 8 face-to-face
- 9 remote

#### Methods of communicating

- 10 oral
- 11 written
- 12 graphic
- 13 electronic

#### Organisational and communication systems

- 14 roles and responsibilities
- 15 site or head office interface
- 16 contract or project administration
- 17 health, safety, welfare and environmental needs
- 18 project team interfaces
- 19 integration of data
- 20 team working
- 21 client, customer or their representative

#### People and organisations

- 22 non-English language speakers
- 23 clients, customer or their representative
- 24 consultants
- 25 contractors
- 26 sub-contractors
- 27 third parties
- 28 public utility organisations
- 29 emergency services
- 30 people working on site
- 31 statutory authorities

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### **Roles and responsibilities**

- 32 individual job descriptions
- 33 organisation charts
- 34 contractual arrangements
- 35 team schedules

### **Systems**

- 36 manual
- 37 electronic



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