

Construction Contracting Operations Level 3 CCOL3 (SQA Unit Code-F51J 04)

The Unit:

CCOL3/O22 Provide information and advice on products and services

The Standards that are part of this Unit

CCOL3/O22.1 Exchange information and provide advice on matters of technical concern

CCOL3/O22.2 Obtain and evaluate feedback information

The Unit Commentary

This Optional Unit is designed to assess the candidate's competence to provide information and advice on products and services.

O22.1 Exchange information and provide advice on matters of technical concern

You will need to identify terms of reference for contracting parties and present recommendations.

O22.2 Obtain and evaluate feedback information

You will need to obtain feedback on the products and services provided. You will then need to identify and recommend potential improvements arising from feedback.

O22 Provide information and advice on products and services

O22.1 Exchange information and provide advice on matters of technical concern

Performance Criteria - this involves...

- (a) identifying terms of reference for contracting parties, stating them clearly and confirming them in writing
- (b) acquiring **information** to a level of detail suitable for its purpose in the context of openness and constructive dialogue
- (c) giving **information and advice** in a format which is complete, summarised and appropriate to requirements
- (d) providing **appropriate clarification** where **recipients** are having difficulties in understanding technicalities
- (e) presenting recommendations to contracting parties which are clear and valid, with a realistic appraisal of the implications on the options, and supporting them by providing the best available advice
- (f) presenting recommendations which contain clear descriptions of **information** and consulted sources, applied analytical techniques, the criteria used for evaluation and justifiable conclusions

The Range...

- [1] Information and advice:**
 - sharing experience;
 - issuing instructions;
 - making decisions;
 - increasing understanding;
 - implementing a solution;
 - dispute resolution
- [2] Information:**
 - orally;
 - in writing;
 - visually
- [3] Recipients:**
 - customers;
 - team members;
 - superiors and subordinates;
 - relevant third parties
- [4] Appropriate clarification:**
 - use of drawings and diagrams;
 - other data

O22 Provide information and advice on products and services

O22.1 Exchange information and provide advice on matters of technical concern

The Evidence - performance and process

Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the ranges for the Element.

References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.

There must be workplace evidence against each performance criterion. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criterion.

Product Evidence:

The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrate competence:

- (1) Terms of reference (a)
- (2) Technical information and advice provided, including appropriate clarification (b,c,d) [All]
- (3) Technical recommendations (e,f,)

Simulations are not considered to be acceptable for producing evidence for this Element

Process Evidence:

- (1) Technical information and advice (b,c,d) [All]
- (2) Technical recommendations (e,f)

Evidence: knowledge and understanding

Established from questioning the candidate or from industry recognised education and training course assessment, which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.

- (1) How do you identify terms of reference for contracting parties?(application) (a)
- (2) How do confirm terms of reference in writing? (application) (a)
- (3) How do you acquire and give **information and advice** in a format which is complete, summarised and appropriate to requirements? (application) (b,c) [1,2]
- (4) How do you provide **appropriate clarification** where **recipients** are having difficulties in understanding technicalities? (application) (d)[3,4]
- (5) How do you present recommendations to contracting parties and support them by providing the best available advice? (application) (e)[2,3]
- (6) How do you present recommendations which contain clear descriptions of **information** and consulted sources, applied analytical techniques, the criteria used for evaluation and justifiable conclusions? (application) (f) [2]

O22 Provide information and advice on products and services

O22.2 Obtain and evaluate feedback information

Performance Criteria - this involves...

- (a) identifying and agreeing valid and reliable **methods and sources** for obtaining **feedback** on completed projects
- (b) promoting the value of obtaining and using **feedback data** and encouraging and enlisting the cooperation of **interested parties** in obtaining **feedback**
- (c) identifying areas of interest and agreeing them with **interested parties**
- (d) identifying, obtaining and investigating available **feedback data** from relevant sources and assessing it for its implications and potential future use
- (e) reviewing the **feedback data** matching it against the original requirements and objectives and summarising any shortcomings
- (f) identifying and recommending to **interested parties** potential improvements arising from **feedback**
- (g) recording and classifying improvements, incorporating them into procedures and **data bases**, and promoting them for future use

The Range...

- [1] **Methods and sources:**
 - project records and documentation;
 - site inspections and meetings;
 - research and performance data
- [2] **Feedback:**
 - management procedures and records;
 - customer communications;
 - working arrangements;
 - formal and informal arrangements
- [3] **Interested parties:**
 - customer;
 - design team;
 - specialist consultants;
 - contractors;
 - sub-contractors and suppliers
- [4] **Feedback data:**
 - approved providers;
 - contract documentation;
 - product information;
 - government and statutory publications;
 - reports;
 - organisational documentation
- [5] **Databases:**
 - files and records;
 - library;
 - standard drawings;
 - specifications

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O22.2 Obtain and evaluate feedback information

The Evidence - performance and process

Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the ranges for the Element.

References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.

There must be workplace evidence against each performance criterion. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criterion.

Product Evidence:

The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrate competence:

- (1) Records of identified areas of interest for feedback on completed projects which include agreed methods and sources and promotions for obtaining feedback (a,b,c)[1,2,3]
- (2) Reviewed feedback data (d,e,)[4]
- (3) Record(s) of recommended improvements (f) [2,3]

Simulations are not considered to be acceptable for producing evidence for the above item in this Element

Process Evidence:

- (1) Records of classified and promoted improvements (g)[5]

Simulations are considered to be acceptable for producing evidence for the following item(s) which are considered to be rare, but key/critical to demonstrating competence. The conditions of realism should be present:

- *Communication methods and media*
- *Information and data*

Evidence: knowledge and understanding

Established from questioning the candidate or from industry recognised education and training course assessment, which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.

- (1) How and why do you identify and agree valid and reliable **methods and sources** for obtaining **feedback** on completed projects? (synthesis) (a) [1,2]
- (2) How do you promote the value of obtaining and using **feedback** data and encouraging and enlisting the cooperation of **interested parties** in obtaining **feedback**? (application) (b)[2,3]
- (3) How do you identify areas of interest and agree them with **interested parties**? (application) (c)[3]
- (4) How and why do you identify, obtain and investigate available **feedback data** from relevant sources? (synthesis) (d)[2,4]
- (5) How do you review the **feedback data** matching it against the original requirements and objectives and summarising any shortcomings? (application)(e)[4]
- (6) How do you record and classify improvements incorporating them into procedures and **data bases** and promoting them for future use? (application)(g)[5]