

# EUSMUNC03 (SQA Unit Code - FA8H 04)

## Establish and maintain effective working relationships in Utilities Network Construction



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### Overview

This national occupational standard defines the competences needed to establish and maintain good working relationships. It includes working effectively with work colleagues, the general public, local authorities, other utilities, job management and emergency services.

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#### Performance criteria

*You must be able to:*

#### **Establish and maintain productive working relationships**

- P1 deal with colleagues, associates, managers, supervisors, customers and members of the general public in a manner which promotes good will
- P2 deal with reasonable requests positively and in a timely manner
- P3 offer support and assistance to colleagues and associates who appear to be in work-related difficulties
- P4 respond to people in a courteous manner
- P5 deal with outside bodies in a positive and courteous manner
- P6 refer to the designated person all unresolved matters likely to result in breakdown of working relationships
- P7 co-operate with others to find effective ways to deal with work problems

*You must be able to:*

#### **Use and communicate data and information**

- P8 follow operational and organisational procedures for communicating information to other people
- P9 maintain records in accordance with operational and organisational requirements
- P10 check with designated personnel any circumstances where information appears to be incorrect
- P11 use organisational information systems to record and store data and
- P12 respond courteously to colleagues and others

*You must be able to:*

#### **Resolve problems which arise that could damage effective relationships**

- P13 deal promptly with problems within the limits of responsibility of the job role
- P14 refer problems and conditions outside the responsibility of the job role to the designated person using approved procedures

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#### Knowledge and understanding

*You need to know and understand:*

##### **General**

- K1 the main responsibilities of the employer and employee under the Health and Safety at Work Act
- K2 the health and safety guidance governing work in excavations
- K3 the safe procedures for handling hazardous materials
- K4 organisational accident recording and reporting procedures
- K5 the range and use of personal protective equipment for the work

*You need to know and understand:*

##### **Productive working relationships**

- K6 how to create and maintain working relationship with work colleagues and associates, suppliers, contractors, other utilities, those working for statutory bodies, and other organisations
- K7 the range and roles of other persons involved in the work activities, including other trades and representatives from statutory organisations
- K8 how to deal with groups and individuals with diverse roles and responsibilities and business environments
- K9 how to recognise and deal with problems effecting working relationships
- K10 the lines of communications to be followed when communicating information to customers, clients and work colleagues
- K11 methods of communication used to communicate with others including, oral, written and electronic.
- K12 the documentation to use when communicating information to individuals and groups
- K13 how to resolve problems that are affecting productivity and the achievement of work goals
- K14 legislative requirements including any licensing or certification for the work activities
- K15 emergency procedures
- K16 how to comply with the requirements of the health and safety at work act in respect of work activities

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