

EUSNCO322 (SQA Unit Code - FA8R 04)

Inform customers about network construction (water) related issues



Overview

This unit is designed for the candidate to demonstrate competence in liaising with customers about network construction (water) related issues. This may involve the installation of new or replacement assets or the maintenance of existing assets. It includes domestic and non-domestic customers, where the supply may be single or joint.

This unit will apply to Network Construction Operations at Level 3 and is intended for Construction Supervisors.

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Performance criteria

- You must be able to:*
- P1 ensure your approach to customers meets approved procedures and practices for customers contact
 - P2 treat customers in a courteous and helpful manner
 - P3 identify and confirm the detail of the network construction (water) related issue with the customers
 - P4 provide accurate information about regulatory requirements and approved procedures and practices regarding network construction (water) related issue
 - P5 determine who has responsibility for network construction (water) related issue according to approved procedures and practices
 - P6 where the customers have responsibility for network construction (water) related issue confirm that they have understood what this entails
 - P7 record relevant information according to approved procedures and practices

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Knowledge and understanding

You need to know and understand:

- K1 codes of practice and organisational requirements for customer contact
- K2 customers' legal obligations for leakage on service pipes
- K3 organisational policies and legal obligations regarding leakage on service pipes
- K4 methods for deciding responsibility for leakage, and repair methods
- K5 the importance of checking that the customer has understood what their responsibility entails
- K6 recording requirements

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Additional Information

Scope/range related to performance criteria

1. customers: existing, new, and potential
2. approved procedures and practices: Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, emergency, operational, contingency plans, relevant company policies, relevant client policies (internal or external) approved materials and equipment and procedures, and risk assessments
3. regulatory requirements: Legislative and statutory requirements including Health, Safety and Environmental, continuity of supply and water quality, industry regulations and requirements
4. relevant information: sources of information, statutory and non statutory reports, company documentation, job instructions, client documentation (internal or external)

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