ASTPC209 - SQA Unit Code FG81 04

Control the use of premises by customers and contractors

Overview

This unit is about the essential aspects of the role when customers and contractors are involved in using the premises and facilities. It includes monitoring attendance, conduct and site Health & Safety requirements by observing entry, exit and on-site movements. It is also about reporting to others issues which are outside your own area of responsibility or competence.

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Performance criteria

You must be able to:

P1 find out and confirm what the customer requirements are for the use of premises and facilities
P2 confirm that the required premises and facilities are available and are suitable for their intended use
P3 prepare the premises and facilities as required
P4 organise access, security and health and safety arrangements in accordance with approved procedures
P5 provide information to customers and contractors on emergency procedures and exit points
P6 provide and monitor access to premises and facilities for approved contractors
P7 respond appropriately and within the limits of your own authority, to customer needs during their use of the premises
P8 check with the appropriate person that approvals have been granted for contractor activity
P9 monitor contractor activities strictly in accordance with instructions from your line manager
P10 follow approved procedures for dealing with any problems that arise during the use of premises and facilities
P11 check that premises and facilities are left safe and secure after use
P12 complete records accurately and pass them on to the appropriate person
P13 provide feedback to your line manager on the outcomes of monitoring

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Knowledge and understanding

You need to know and understand:

K1 the importance of confirming what the customer requirements are for the use of premises and facilities
K2 the factors that need to be taken into account when checking the availability and suitability of premises and facilities
K3 customer needs during their use of the premises
K4 the limits of your own authority in responding to customer needs and requests
K5 the approved procedures that must be followed when organising access, security and health and safety arrangements
K6 what the customer's requirements are for servicing the premises during their use
K7 the approvals required for different types of contractor activities and the importance of checking that they have been granted by the appropriate person(s)
K8 the types of problems that can arise during the customer's use of premises and facilities, and the procedures that must be used to deal with such problems
K9 the procedures to be followed in the event of an emergency and/or drill
K10 the location of emergency exits and emergency equipment and the importance of making customers and contractors aware of these
K11 the checks that must be carried out to ensure that premises and facilities are left safe and secure after use
K12 the records that have to be kept, the importance of completing them accurately, and who is authorised to access them
K13 the right access points and access arrangements for contractors
K14 what your instructions are for monitoring contractor activities and the possible consequences of failing to follow the instructions
K15 what the expected standards are in terms of contractor attendance, conduct and adherence to site health and safety legislation
K16 the importance of giving accurate feedback to your line manager on the outcomes of monitoring

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