

ASTC106 (SQA Unit Code - FM0L 04)

Work individually and follow reporting procedures



Overview

This unit is about working individually, without the presence of your supervisor or other team members in the same occupational area. This unit is also suitable for lone workers.

When working individually you might have to deal with team members from other occupational areas or the general public by providing them with information, or interacting with them in another way. In these situations it is important that you act appropriately to create a positive impression of your employer and/or workplace.

This unit covers the following:

Ensure your own safety when working individually
Carry out work individually

ASTC106 (SQA Unit Code - FM0L 04)

Work individually and follow reporting procedures

Performance criteria

Ensure your own safety when working individually

- You must be able to:*
- P1 confirm contact arrangements with your organisation or an appropriate person and maintain agreed levels of contact when conducting your work
 - P2 follow any procedures for entering and leaving the workplace and remain alert to safety risks when doing so
 - P3 assess the risks present in the workplace and take appropriate action to reduce those that you can
 - P4 within the limits of your responsibility control access to the workplace
 - P5 make sure your behaviour and personal presentation convey to others a positive image of your organisation and/or workplace
 - P6 respond to customers and others positively and provide any information in a style that is suited to their needs and helps them

Carry out work individually

- You must be able to:*
- P7 make sure that you have the work schedule and you understand the work that has to be done and the time in which you have to do it
 - P8 enter and carry out your work only in areas that you are authorised to
 - P9 identify and report to the appropriate person any tasks that you will not be able to complete individually
 - P10 remain aware of potential problems and deal with them appropriately as they arise, within the limits of your knowledge and expertise
 - P11 report to the appropriate person any problems that you are not able to deal with alone or which may affect the health and safety of yourself and others and/or the integrity of the workplace
 - P12 record any breakages, damage or disruption to the workplace and report these to the appropriate person
 - P13 report to the appropriate person any work you have been unable to complete and agree arrangements for completing the work
 - P14 follow any workplace procedures for leaving the workplace

ASTC106 (SQA Unit Code - FM0L 04)

Work individually and follow reporting procedures

Knowledge and understanding

You need to know and understand:

Ensure your own safety when working individually

- K1 arrangements for contact with your organisation or appropriate person and how often you should do this when conducting your work
- K2 any procedures for entering the workplace and why these should be followed
- K3 the types of risks present in your workplace, how to accurately assess these and actions you can take to reduce them
- K4 the level of responsibility you have in controlling access to the workplace, the procedures for this and why it is important to follow them
- K5 other persons that are authorised to enter the workplace
- K6 the levels of presentation and behaviour expected by your workplace/employer and why it is important to make a positive impression on others
- K7 how to assess the most appropriate way of communicating with others and why it is important to help them understand

Carry out work individually

You need to know and understand:

- K8 from where to obtain your work schedule and instructions and the time that you have to carry out your work
- K9 why it is important to assess how your work is progressing and any tasks that you will be unable to complete individually
- K10 procedures for reporting to your employer or customer
- K11 employer procedures and protocols that apply to your work area, including emergency procedures and contacts
- K12 the potential problems and risks that your workplace presents
- K13 the types of problems and risks that you are able to deal with yourself and how to do this
- K14 procedures for recording damage, breakages and/or disruption and why it is important to be honest with your employer or customer about causing any of these
- K15 any procedures for leaving the workplace and why it is important to leave it secure

ASTC106 (SQA Unit Code - FM0L 04)

Work individually and follow reporting procedures

Developed by Asset Skills

Version number 1

Date approved November 2009

Indicative review date November 2011

Validity Current

Status Original

Originating organisation Asset Skills

Original URN C106

Relevant occupations Retail and commercial enterprise; Service enterprises; Elementary Occupations; Elementary Cleaning Occupations

Suite Cleaning and Support Services 2009

Key words working individually, occupational area, lone workers, information
