



National Unit specification: general information

Unit title: Develop and Maintain Good Working Relationships (SCQF level 6)

Unit code: H10C 12

Superclass: TE

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Summary

This Unit is suitable for candidates working towards a Modern Apprenticeship in a Construction Craft and will develop the candidate's skills and knowledge in developing and maintain good working relationships. This Unit is designed to provide candidates with competence and the ability to apply these skills and knowledge in the workplace.

Outcomes

- 1 Develop and maintain relationships to promote goodwill and trust.
- 2 Inform relevant people about work activities.
- 3 Offer advice to relevant people.
- 4 Discuss and deal with alternative proposals and resolves differences of opinion.

Recommended entry

While entry to this Unit is at the discretion of the centre, candidates undertaking the Professional Development Award in a Construction Craft at SCQF level 6 must meet the requirements of the Modern Apprentices which include being employed in the relevant craft industry.

Credit points and level

1 National Unit credit at SCQF level 6 (6 SCQF credit points at SCQF level 6*).

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

General information (cont)

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Core Skills

There is no automatic certification of Core Skills or Core Skill components in this Unit. Opportunities for developing aspects of the following Core Skills are highlighted in Support Notes of this Unit.

- ◆ *Problem Solving* at SCQF level 4
- ◆ *Working with Others* at SCQF level 4
- ◆ *Information and Communication Technology (ICT)* at SCQF level 3
- ◆ *Numeracy* at SCQF level 4
- ◆ *Communication* at SCQF level 4

National Unit specification: statement of standards

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Outcome 1

Develop and maintain relationships to promote goodwill and trust.

Performance Criteria

- (a) Work effectively and productively as a team member.
- (b) Keep to deadlines and fulfil undertakings.
- (c) Ensure that relationships are honest, constructive and promotes efficiency.

Outcome 2

Inform relevant people about work activities.

Performance Criteria

- (a) Give verbal update on progress to colleagues or team members.
- (b) Inform client verbally of progress.
- (c) Update employer or contractor on developments or delays in writing.

Outcome 3

Offer advice to relevant people.

Performance Criteria

- (a) Offer advice and help to colleagues or team members on occupational problems.
- (b) Encourage requests and questions for clarification.

Outcome 4

Discuss and deal with alternative proposals and resolves differences of opinion.

Performance Criteria

- (a) Explain proposals to colleagues and employer.
- (b) Encourage discussion and agreement on how to progress work activities.

National Unit specification: statement of standards (cont)

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Evidence Requirements for this Unit

These Evidence Requirements will be met by the completion of the appropriate Training and Assessment Programme (TAP).

Evidence is required to demonstrate that the candidates have achieved this Unit to the standard specified all Outcomes and Performance Criteria.

Written and/or oral recorded evidence is required to demonstrate that the candidate has achieved Outcomes 2 Performance Criteria (c) to the standard specified in the Performance Criteria.

Candidates will be required to demonstrate their knowledge of updating employers or contractors of progress in writing by successful completion of progress report. This assessment should be integrated with an appropriate specialist practical assessment.

Performance evidence is required to demonstrate that the candidate has achieved Outcomes 1–4 to the standards specified in the Performance Criteria. Assessment of these Outcomes should be integrated with an appropriate specialist Unit practical assessment. Achievement will be evidenced through observation of work processes and assessment of the completed work. Candidates must meet the given standards during the practical assessment. An assessor observation checklist must be used to record this evidence. Assessment should be conducted under controlled, supervised conditions.

Outcomes 1–4

Summary of standards (working towards industrial tolerances)	
Item	Measurement of standard
Work effectively and productively as a team member	Undertakes an equal proportion of the selected practical activity. Successfully completes selected practical activity to required tolerances and within time constraints.
Inform client verbally of progress	Reports and discusses operational issues with relevant person for the selected practical activity.
Offer advice and help to colleagues or team members on occupational problems	Offers advice and opinions to colleagues or team members on approaches to resolving operational problems for the selected practical activity.
Encourage requests and questions for clarification.	Answers questions from colleagues or team members on proposals to resolve operational issues for the selected practical activity.
Explain proposals to colleagues and employer.	Gives verbal explanation of agreed approach to resolving operation issues to relevant person for the selected practical activity.
Encourage discussion and agreement on how to progress work activities.	Agrees sequence of operations with colleagues or team members for the selected practical activity.

National Unit specification: support notes

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This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This Unit has been developed as a mandatory Unit in the Professional Development Award in Construction Crafts at SCQF level 6.

The successful completion of this Unit will provide candidates with the required knowledge and skills relating to developing and maintain good working relationship to ensure efficiency and progress of work.

This Unit would be offered to candidates working towards a Modern Apprenticeship in a Construction Craft and will develop the candidate's skills in working effectively as a team member within a construction craft. The skills and knowledge and understanding are transferable within different working environments but the Unit is primarily aimed at candidates whose normal place of work would be a construction site, workshop, or similar environment.

The Unit deals with develop and maintain good working relationships. It should be delivered as part of a structured programme of training and orientated to the context of the candidate's work and area of responsibility.

Health and Safety and Sustainability are integral and key to the Construction Industry therefore throughout the Unit emphasis will be placed where appropriate on the application of Health and Safety and Sustainability. Safety working practices should comply with current safety codes of practice and regulations. Sustainability should include reference to criteria affecting sustainability, impact of not implementing sustainability on the environment and the legislation promoting sustainability.

National Unit specification: support notes (cont)

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Guidance on learning and teaching approaches for this Unit

Candidates must be given the opportunity to further develop their skills in their chosen construction craft by learning about developing skills in team working and maintaining effective relationships with colleagues and other craft operatives

Candidate centred learning and teaching approach are encouraged with candidates actively participating in practical activities after lecturer discussions and demonstrations of the key traits required to be an effective team player in the construction environment.

The use of effective questioning techniques to confirm understanding of salient learning objectives should be central to learning and teaching approaches used in the classrooms or workshop.

Candidates should be encouraged to learn at their own pace with e-learning opportunities available to suit their preferred learning style.

The use of e-learning as a teaching tool should be adopted by lecturers wherever possible to enable candidates to develop at their own pace using preferred learning styles.

Learning and Teaching approaches should ensure that candidates are acquiring the underpinning knowledge required for the Unit in tandem with undertaking practical workshop activities.

There are opportunities for candidates to develop co-operative working skills as the practical assessments may be carried out working in teams or in pairs. Candidates should take equal responsibility for activities and provide support and information to each other during assessments. After assessment, they should be encouraged to consider how effectively they supported each other.

Opportunities should be taken throughout delivery of this Unit to meet the requirements of the PDA generic Units and the Training and Assessment Programme

Guidance on approaches to assessment for this Unit

Detailed assessment material for this Unit will be found in the each specific Construction Craft Training and Assessment Programme (TAP) Centres may use the instruments of assessment which they consider to be most appropriate but are advised to use the appropriate TAP which has been developed centrally by SQA. Any other instruments of assessment used must be comparable to the TAP and have been through prior verification.

The candidates' knowledge and understanding of updating employers or contractors on developments or delays will be assessed through the production of a written report.

Candidates should be given as much practise as possible in developing and maintaining good working relationships prior to undertaking formal assessment. Evidence will be gathered for Outcomes 1–4 through observation that the candidates have met the given standards and tolerances during the practical assessment. An assessor observation checklist should be used to record this evidence.

National Unit specification: support notes (cont)

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Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

Opportunities for developing Core Skills

Components of the Core Skill of *Problem Solving* at SCQF level 4, such as Planning and Organising and Critical Thinking will be developed as candidates undertake this Unit. Candidates will need to take account of a range of factors in develop and maintain good working relationships Individual discussions with assessors will enhance the evaluation of productive work practices.

There are opportunities to develop the Core Skill of *Working with Others* at SCQF level 4, particularly in Outcomes 1–4, as these integrated practical assessments should be carried out in pairs or teams. Candidates can agree responsibilities and provide support and information to each other during the practical group activities.

Opportunities also arise for candidates to develop the Core Skill of *Information and Communication Technology* at SCQF level 3 by researching Health and Safety legislation affecting their area of work, manufacturer's instructions and specifications, interpretation of drawings.

Numeracy at SCQF level 4 could be enhanced through the knowledge the selected practical activities which will be used to assess the integrated Outcomes and Performance Criteria required for assessing for Outcomes 1- 4.

There will be opportunities for candidates to develop the Core Skills of *Communication* at SCQF level 4 through the practical competence part of the assessment for Outcomes 1–4. As candidates complete will their integrated practical tasks in Outcomes 1–4, they should be expected to communicate effectively with others using the correct terminology, tone and style suited to the workplace.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements

History of changes to Unit

Version	Description of change	Date

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