
Overview

This unit is for you if you organise, plan or supervise operational activities on the distribution network and are involved in monitoring work progress and reviewing how well particular activities went. It includes sorting out immediate problems that can be readily resolved, and dealing with those problems that could have major and complex implications.

The unit contains three elements of competence:

1. Monitor activities
2. Identify and resolve problems arising from network activities
3. Participate in review of network activities

In element 1 you will need to monitor work progress and network status, solving straightforward problems and issues which are within the limits of your responsibility. You will record monitoring details and provide relevant information to those who need to know. You are not permitted to use simulated activities as evidence for this element.

In element 2 you will need to identify problems at the earliest opportunity, and identify those problems that could have major and complex implications. You will contain and/or minimise problems in the first instance, whilst deciding how they could best be dealt with. You will take action to solve problems, making sure that this does not cause other problems to arise, or minimises the risk of that happening. Where you are not able to deal with a problem, you will provide the details to the relevant person. You must document your problem solving activities as required for organisational, regulatory and legislative purposes.

In element 3 you will be involved in reviewing work progress, and will provide full information to those who need to know about how things have gone, the problems encountered and how they were dealt with. You will make suggestions for the way things could have been handled, which you must be able to back-up with reasoned argument and supporting information. You will also recommend changes to procedures, systems and processes where the review shows that these could be improved. You are not permitted to use simulated activities as evidence for this element.

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Monitor and review network activities

Performance criteria

You must be able to:

Monitor activities

- P1 you obtain information from relevant sources and identify the progress of network activities against specified monitoring points, outcomes and timescales
- P2 you confirm appropriate monitoring of network activities and network status at relevant times, according to organisational requirements
- P3 you identify immediate issues and problems which can be readily resolved within your level of responsibility and take relevant corrective action
- P4 you record monitoring and corrective action details in an appropriate format and level of detail, according to organisational requirements
- P5 you communicate relevant information about the progress of network activities and status of the network, at appropriate times, to appropriate individuals and organisations

You must be able to:

Identify and resolve problems arising from network activities

- P6 you identify problems at the earliest opportunity and determine the possible implications
- P7 you establish the likely cause of the problem
- P8 the actions you take in the first instance attempt to contain/minimise the problem
- P9 you identify appropriate options to solve the problem and prioritise them with regard to effectiveness, feasibility and cost
- P10 you take relevant action to solve the problem within own expertise and level of responsibility
- P11 the actions you take minimise the risk of other problems arising
- P12 where the problem is outside your expertise and level of responsibility you provide appropriate details to the relevant person
- P13 you accurately record and report relevant information according to organisational, regulatory and legislative requirements

You must be able to:

Participate in review of network activities

- P14 you provide accurate, up-to-date and comprehensive information to relevant individuals and organisations about the progress of activities, outcomes of work, problems encountered and actions taken
- P15 you seek advice from relevant specialists as required
- P16 you propose alternative solutions and actions to relevant people, that could have resulted in improved/enhanced outcomes, for future consideration and discussion
- P17 you are able to back up your own decisions, actions taken and proposals made by reasoned argument and supporting information

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- P18 you recommend relevant changes to procedures, systems and processes in light of lessons learned from review activities
- P19 you check that relevant people understand the reasons for your proposed changes
- P20 you accurately record information about the review and inform relevant people of outcomes

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Monitor and review network activities

Knowledge and understanding

You need to know and understand:

Monitor activities

- K1 information sources and how to access them
- K2 how to decide when to monitor work progress, including schedules
- K3 organisational monitoring requirements
- K4 typical issues and problems and the action to take
- K5 limits of own responsibility
- K6 organisational recording requirements and formats
- K7 information requirements

You need to know and understand:

Identify and resolve problems arising from network activities

- K8 typical and unusual problems and organisational procedures for dealing with them
- K9 investigation methods
- K10 how to recognise the level of severity of a problem
- K11 the importance of containing/minimising a problem whilst seeking appropriate solutions
- K12 use of contingency plans and network models
- K13 the factors to consider in determining a priority order for potential solutions
- K14 availability of supporting resources
- K15 own level of responsibility
- K16 when something is outside of your expertise
- K17 the detail to provide, and to whom, where problems are outside your responsibility
- K18 recording and reporting requirements

You need to know and understand:

Participate in review of network activities

- K19 information sources
- K20 how to source appropriate specialists and the types of specialists you may need to consult
- K21 the types of solutions that would be relevant and associated practices
- K22 the types of supporting information which would back up your decisions, actions taken and proposals
- K23 procedures, systems and processes that you would be able to influence/change
- K24 the importance of confirming understanding of proposed changes, and who may need to be involved
- K25 recording procedures

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Additional Information

Scope/range related to performance criteria

Monitor activities

You will need to show that relevant sources include three of the following:

1. mains records
2. drawings/maps/plans
3. telemetry
4. risk assessments
5. network models

You must convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of relevant sources listed above.

You need to show that the network activities include four of the following:

1. re-zoning
2. mains cleansing
3. making connections
4. repairs
5. replacements
6. installation
7. maintenance

You must convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types network activities listed above.

You will need to show that immediate issues and problems are related to:

1. supply/quality of materials/equipment
2. effect on customers
3. effect on water quality and continuity of supply
4. availability of workforce
5. timescales
6. health and safety
7. other utilities' apparatus

You will need to show that individuals and organisations include three of the following:

1. other utilities
2. local authorities
3. emergency services
4. regulatory services
5. internal and external customers

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Monitor and review network activities

You must convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of individuals and organisations listed above.

Identify and resolve problems arising from network activities

You will need to show that problems are related to four of the following:

1. supply/quality of materials/equipment
2. effect on customers
3. effect on water quality and continuity of supply
4. availability of workforce
5. timescales
6. health and safety
7. other utilities' apparatus

You must convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of problems listed above.

You will need to show that the implications of problems may be two of the following:

1. major
2. complex/involved
3. multiple/combination

You must convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of implications of problems listed above.

You will need to show that action includes two of the following:

1. re-scheduling work
2. re-planning/re-designing work
3. ceasing the work

You must convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of action listed above.

You will need to show that details of the problem include:

1. nature
2. extent
3. implications

Participate in review of network activities

You will need to show that the relevant individuals and organisations include

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five of the following:

1. workforce
2. managers
3. colleagues
4. emergency services
5. customers
6. local authorities
7. regulatory bodies

You must convince your assessor that you have the necessary knowledge, understanding and skills to be able to perform competently in respect of all types of individuals and organisations listed above.

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