COGPOH7 - SQA Unit Code F228 04
Create maintain and enhance productive working relationships

Overview

This unit is about creating, maintaining and enhancing productive working relationships with your line managers, staff representatives, colleagues, customers and suppliers.

This unit deals with the following:

1. Create and enhance productive working relationships
2. Enhance productive working relationships with one's immediate manager
3. Carry out work handovers

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices AS THEY APPLY TO YOU.

Previous version:

Unit C7 Processing Operations Hydrocarbons NOS – November 2006
COGPOH7 - SQA Unit Code F228 04
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Performance criteria

You must be able to:

P1 make clear efforts to establish and maintain productive working relationships
P2 provide opportunities to discuss work-related matters with relevant people
P3 provide opportunities to discuss personal problems
P4 provide useful advice within limits of own responsibility and expertise
P5 refer individuals to specialists where appropriate
P6 deal effectively with differences
P7 effectively communicate changes in operational requirements
P8 encourage individuals to offer ideas and views and afford them due recognition
P9 provide clear reasons to individuals where ideas and views are not progressed
P10 work safely in accordance with operational requirements and associated Safe Systems of Work
P11 effectively communicate all relevant information on activities, progress, results and achievements to your immediate manager
P12 effectively seek information and advice from your immediate manager
P13 effectively present clear proposals
P14 accurately analyse rejected proposals and, where appropriate, put forward alternatives
P15 make clear efforts to avoid damaging your relationship with your immediate manager where disagreements occur
P16 seek ways of improving the relationship with your immediate manager
P17 effectively carry out your job role
P18 effectively record all relevant information
P19 ensure that information given to you on current operational status is accurate and complete
P20 ensure that information given by you on current operational status is accurate and complete
P21 effectively communicate all relevant operating instructions
P22 leave your work area clean and hazard free
Knowledge and understanding

You need to know and understand:

K1 how to use “Safe Systems of Work” processes to identify hazards and mitigate or reduce risks to as low as reasonable practicable (ALARP)
K2 the implications of statutory (e.g. HASAWA and COSHH) and organisational requirements
K3 how to interpret operational requirements (e.g. policies, procedures, instructions, codes of practice, standards, schedules)
K4 the main components of productive working relationships
K5 the limits of your own responsibility and expertise
K6 how to deal with differences
K7 how to communicate effectively
K8 how to progress ideas and views on behalf of individuals
K9 what your job role is and the limits of your responsibilities
K10 what your immediate manager’s job role is and the limits of his/her responsibilities
K11 how to present proposals and analyse results of discussions of those proposals
K12 how to avoid damaging your working relationships
K13 how to improve your working relationships
K14 how to work with and within the Safe Systems of Work system
K15 how to identify/control/minimise work area hazards and reduce risks to ALARP
K16 the relevant personnel who are to give/receive information to/from you
Additional Information

**Scope/range**

Candidates must prove competence across the following items as appropriate to the workplace and Evidence Specification:

1. individual operation
2. team operation
3. consideration of H2S and other toxic substances
4. maintaining communication
5. reacting to on-site emergencies

In addition, the following terms in bold relate directly to those shown in **bold** in the Performance Statements.

1. **Safe Systems of Work** must include processes or systems that incorporate Hazard Identification, Risk Assessment, Permit to Work and any other associated systems.
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