# COSVR713 - SQA Unit Code F3D9 04
Allocate work and check people's performance

## Overview

This standard is about

1 ensuring that the work required is planned, and effectively allocated
2 checking on the progress and quality of the work
3 ensuring team members, the people you are responsible for, are meeting the required standard

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## Performance criteria

*You must be able to:*

P1 confirm the programmes and schedules, identify priorities and critical activities, and plan how the work will be undertaken

P2 allocate work to team members, taking account of their current circumstances, and brief them on the quality standards or level expected

P3 monitor the progress and quality of the work and provide prompt and constructive feedback

P4 motivate team members to complete the work they have been allocated and provide, where requested and possible, any additional support and/or resources

P5 identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members

P6 recognise successful completion of significant pieces of work, or work activities, by team/team members and advise responsible people

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## Knowledge and understanding

*You need to know and understand:*

**Performance Criteria 1**
**Confirm work required and plan**

K1 how to confirm **programmes and schedules**
K2 how to identify priorities and critical activities in **programmes and schedules**
K3 how to plan how work will be undertaken

*You need to know and understand:*

**Performance Criteria 2**
**Allocate work**

K4 how to allocate work fairly to team members
K5 how to take account of team member's **current circumstances**
K6 how to brief team members on the **quality standards** or level expected

*You need to know and understand:*

**Performance Criteria 3**
**Check progress and quality**

K7 how to check the progress of work against **programmes and schedules**
K8 how to check work against required **quality standards**
K9 how to provide constructive **feedback**

*You need to know and understand:*

**Performance Criteria 4**
**Motivate team members to complete work**

K10 how to **motivate** team members
K11 how to provide, where requested and available, additional support and/or **resources**
K12 how to get feedback on additional support provided from team members

*You need to know and understand:*

**Performance Criteria 5**
**Identify unacceptable or poor performance**

K13 how to identify unacceptable or poor performance
K14 how to discuss the **causes of poor performance** with team members
K15 how to agree ways of improving performance with team members

*You need to know and understand:*

**Performance Criteria 6**
**Recognise success**

K16 how to recognise successful completion of significant pieces of work, or work activities
K17 how to advise the **people responsible** of team/team member's successes

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## Additional Information

### Scope/range related to performance criteria

**Performance Criteria 1**

1 records of priorities and critical activities identified in programmes and schedules, and a plan of how the work will be undertaken

**Performance Criteria 2**

2 records of the work allocated and briefings given to team members, taking account of the following current circumstances
   - 2.1 skills
   - 2.2 knowledge
   - 2.3 experience
   - 2.4 workload

**Performance Criteria 3**

3 records of progress checks undertaken
4 records of quality checks undertaken
5 records of feedback given to team members

**Performance Criteria 4**

6 records of requests for additional support and/or resources
7 records of feedback from team members

**Performance Criteria 5**

8 records of unacceptable or poor performance
9 records of agreed ways of improving performance

**Performance Criteria 6**

10 records of praise and recognition for success
11 records of advice on success given to responsible people

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## Scope/range related to knowledge and understanding

**Causes of poor performance**

1 external factors
2 internal factors
3 social factors
4 personal circumstances
5 skills and knowledge deficiencies
6 lack of support
7 lack of resources

**Current circumstances**

8 skills
9 knowledge
10 experience
11 work load

**Feedback**

12 formal appraisal
13 interim appraisal
14 verbal report
15 written report
16 reference
17 report

**Motivate**

18 inspire
19 stimulate
20 prompt
21 encourage
22 induce
23 cause
24 provoke

**People responsible**

25 the client, customer or their representative
26 contractors
27 consultants
28 sub-contractors
29 suppliers
30 workforce
31 internal management

**Programmes and schedules**

32 bar charts
33 critical activities
34 action lists
35 method statements

**Quality standards**

36 statutory requirements
37 project specifications
38 British Standards
39 International Standards
40 Codes of Practice
41 organisational standards
42 trade advisory guidance and best practice
43 benchmarks or key performance indicators

**Resources**

44 people
45 plant, equipment or machinery
46 materials and components
47 sub-contractors
48 information
49 work area and facilities
50 waste management
51 utility providers

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|---|---|
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