

# COSVR707 - SQA Unit Code F3DK 04

## Implement communication systems for the project



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### Overview

This standard is about

- 1 providing information to all workplace personnel
- 2 maintaining the communication systems and procedures used to pass information to workplace personnel
- 3 ensuring workplace personnel know their job responsibilities

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## Implement communication systems for the project

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### Performance criteria

- You must be able to:*
- P1 implement the organisational and communication systems for the project
  - P2 maintain methods of communication, reporting, recording and retrieving information between people and organisations that may have an interest which are appropriate to the needs of the project
  - P3 monitor the organisational and communication systems regularly for effectiveness
  - P4 identify and investigate breakdowns in communication and take action to restore effective communication
  - P5 set up systems to record and provide feedback on the ways in which communications can be improved

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### Knowledge and understanding

*You need to know and understand:*

#### Performance Criteria 1 Implement systems

K1 how to implement **organisational and communication systems** for the project

#### Performance Criteria 2 Maintain methods of communication

*You need to know and understand:*

K2 how to maintain methods of **communication** between **people and organisations** that may have an interest

K3 how to report **communication** information

K4 how to record **communication** information

K5 how to retrieve **communication** information

K6 why you need to maintain methods of **communication** between **people and organisations** that may have an interest

#### Performance Criteria 3 Monitor communication systems

*You need to know and understand:*

K7 how to monitor the **organisational and communication systems** for effectiveness

#### Performance Criteria 4 Identify and investigate communication breakdowns

*You need to know and understand:*

K8 how to monitor and investigate breakdowns in **communication**

K9 how to take action to restore effective **communication**

#### Performance Criteria 5

Set up systems for feedback

*You need to know and understand:*

K10 how to collect feedback on **communication** systems

K11 how to use the feedback to identify ways of improving **communication**

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### Additional Information

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#### Scope/range related to performance criteria

#### Performance Criteria 1

- 1 records of the implementation of organisational and communication systems with or for at least four of the following
  - 1.1 site management
  - 1.2 site or head office interface
  - 1.3 contract administration
  - 1.4 health, safety, welfare and environment
  - 1.5 project team interfaces
  - 1.6 sharing of project data
  - 1.7 team working
  - 1.8 the client, customer or their representative

#### Performance Criteria 2

- 2 records of maintenance of the communication system that confirms reporting, recording and retrieval of information between at least three of the following people and organisations that may have an interest
  - 2.1 the client, customer or their representatives
  - 2.2 consultants
  - 2.3 contractors
  - 2.4 sub-contractors
  - 2.5 third parties
  - 2.6 public utilities
  - 2.7 emergency services
  - 2.8 people working on site
  - 2.9 statutory authorities

#### Performance Criteria 3

- 3 records of regular checks for effectiveness conducted on the adopted organisational and communication system

#### Performance Criteria 4

- 4 records of investigations conducted for breakdowns in at least two of the following methods of communication and actions taken to restore effectiveness
  - 4.1 oral
  - 4.2 written
  - 4.3 graphic
  - 4.4 electronic

#### Performance Criteria 5

- 5 records of feedback collected and improvements that could be made to communication systems

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### Scope/range related to knowledge and understanding

#### Communication

- 1 oral
- 2 written
- 3 graphic
- 4 electronic

#### Organisational and communication systems

- 5 site management
- 6 site or head office interface
- 7 contract administration
- 8 health, safety, welfare and environment
- 9 project team interfaces
- 10 sharing of project data
- 11 team working
- 12 the client, customer or their representative

#### People and organisations

- 13 the client, customer or their representatives
- 14 consultants
- 15 contractors
- 16 sub-contractors
- 17 third parties
- 18 public utilities
- 19 emergency services
- 20 people working on site
- 21 statutory authorities

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## Implement communication systems for the project

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**Relevant occupations** Construction and Building Trades Supervisors

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**Suite** Construction Site Supervision

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