

# **Construction Contracting Operations Level 3 CCOL3 (SQA Unit Code-F51F 04)**

**The Unit:**

**CCOL3/O19 Identify, assess and agree customer requirements for products and services**

## **The Standards that are part of this Unit**

CCOL3/O19.1 Identify and agree project requirements for products and services

CCOL3/O19.2 Assess construction and operational considerations affecting the provision of products and services

## **The Unit Commentary**

This Optional Unit is about assessing the candidate's competence to identify, assess and agree customer requirements for products and services.

O19.1 Identify and agree requirement for products and services

You will need to identify and agree the customer's requirements for products and services. It also involves presenting valid selections to the customers.

O19.2 Assess construction and operational considerations affecting the provision of products and services

You will need to carry out assessments to determine the factors affecting the construction and use of products and services.

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**O19.1 Identify and agree project requirements for products and services**

*Performance Criteria - this involves...*

- (a) identifying and agreeing with project **stakeholders** their **goals and priorities** both now and for the future
- (b) identifying the function and performance requirements for the project
- (c) clarifying the project stakeholders' circumstances and requirements, the options available and the constraints and risks which might apply to the project
- (d) summarising and **presenting** the project requirements and stakeholders preferences
- (e) challenging project requirements and stakeholders preferences which do not appear to be realistic, deciding valid options and agreeing them in writing

*The Range...*

- [1] Goals and priorities:**
  - quantity;
  - quality;
  - cost;
  - time
- [2] Stakeholder Requirements:**
  - reference to standard documentation;
  - checklists;
  - customer consultation;
  - market research;
- [3] Presenting:**
  - orally;
  - in writing;
  - graphically;
  - electronically

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### O19.1 Identify and agree project requirements for products and services

#### *The Evidence - performance and process*

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the ranges for the Element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

*There must be workplace evidence against each performance criterion. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criterion.*

#### **Product Evidence:**

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrate competence:*

- (1) Summary(ies) of stakeholder goals, priorities and requirements (a,b,c,d) [all]
- (2) Records of challenged requirements, preferences and options (e) [1]

*Simulations are not considered to be acceptable for producing evidence for the Element*

#### **Process Evidence:**

- (1) Presentation(s) of the summary of requirements and preferences (d) [1,3]

#### *Evidence: knowledge and understanding*

*Established from questioning the candidate or from industry recognised education and training course assessment, which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

- (1) How do you identify the stakeholders' requirements for products and services which meet their **goals and priorities**? (understanding) (a) [1,2]
- (2) How do you identify functional performance requirements for products and services? (understanding) (b)[1,2]
- (3) How do you clarify the project stakeholders' circumstances and requirements, the options available and the constraints and risks which might apply to the project? (application) (c) [2]
- (4) How do you summarise the project requirements and stakeholders' preferences? (application) (d) [2]
- (5) How do you present project requirements and stakeholders' preferences? (application) (d)[2,3]
- (6) How and why do you decide which options are valid? (evaluation) (e)[1,2]

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### O19.2 Assess construction and operational considerations affecting the provision of products and services

#### *Performance Criteria - this involves...*

- (a) carrying out an **assessment** to determine factors which affect the construction and use of products and services, and their impact
- (b) consulting expert advice on specific problems identified as relevant to the **assessment**
- (c) presenting findings from **assessments** in a clear and unambiguous format
- (d) identifying and recording significant **construction and operational considerations** affecting the provision of products and services
- (e) completing an evaluation of relevant **data** for all significant **construction and operational considerations**
- (f) searching and **assessing** existing designs and previous solutions for possible relevance
- (g) ensuring that **construction and operational data** is in a suitable form for circulation and discussion with **interested parties** and clearly indicates all relevant factors
- (h) recording supporting **data** relevant to the **assessments** but not included within them for future reference

#### *The Range...*

- [1] Assessment:**
  - documentary and record search from standard sources;
  - investigative research;
  - field research
- [2] Construction and operational considerations:**
  - physical;
  - technical;
  - environmental;
  - legal;
  - services;
  - public concerns
- [3] Data:**
  - oral;
  - written;
  - graphical;
  - photographic;
  - models
- [4] Interested parties:**
  - customers;
  - community and special interest groups;
  - planning authorities;
  - government departments;
  - third parties

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## O19.2 Assess construction and operational considerations affecting the provision of products and services

### *The Evidence - performance and process*

*Taken as a whole, the evidence must show that the candidate consistently meets all the performance criteria, across the ranges for the Element.*

*References in brackets after items in the Evidence specification refer to the corresponding performance criteria, eg. (a), and range, eg. [1], to which they apply.*

*There must be workplace evidence against each performance criterion. Where the workplace evidence does not cover a whole range, knowledge evidence must be provided to cover the remaining items of range for each relevant performance criterion.*

#### **Product Evidence:**

*The candidate must produce documentary evidence from the workplace covering the following items that are considered to be common and key/critical to demonstrate competence:*

- (1) A presented evaluation of investigation data which includes expert consultations, existing designs and previous solutions (a,b,c,d,e,f,g)[1,2,3,4]
- (2) Supporting data (h) [3]

*Simulations are not considered to be acceptable for producing evidence for this Element*

#### **Process Evidence:**

- (1) Presentations of the evaluation report (c,e,g,) [4]

### *Evidence: knowledge and understanding*

*Established from questioning the candidate or from industry recognised education and training course assessment, which is matched to the Element. A candidate's knowledge and understanding can also be demonstrated through presented performance evidence.*

- (1) How do you carry out an **assessment** to determine factors which affect the **construction** and use of products and services and their impact? (application)(a)[1]
- (2) How do you consult expert advice on specific problems? (application) (b)
- (3) How do you present findings from **assessments**? (application) (c)[1]
- (4) How do you identify and record significant **constructional and operational considerations** affecting the provision of products and services? (application) (d)[2]
- (5) How do you complete an evaluation of all relevant **data**? (evaluation) (e) [2,3]
- (6) How do you search and **assess** existing designs and previous solutions for possible relevance? (application) (f)[1]
- (7) How do you ensure that **construction and operational data** is in a suitable form for circulation and discussion with **interested parties**? (application) (g)[2,3,4]