

LANLEO2 - SQA Unit Code F9GL 04

Organisational procedures in land-based engineering



Overview

This standard covers the role and responsibilities of employees, the organisational systems and procedures found within the work place (e.g. organisation structure, communication, storage and retrieval of information, reporting and recording information appropriately).

Furthermore, the procedures within land-based engineering organisations relating to planning, completing and the administration of work activities within the expectations of the job role, e.g. service and maintenance operations, pre-delivery inspections, machinery appraisal inspections, warranty systems and operations, parts operations, technical reporting, timesheets, job cards and mileage records.

Performance criteria

You must be able to:

- P1 follow organisational and departmental procedures and policies
- P2 report clearly using the appropriate channels, e.g. verbal, written, and electronic
- P3 implement the relevant procedures regulating tasks being undertaken, e.g. pre-delivery inspections, machinery appraisal, scheduled and out of season services and maintenance
- P4 complete administration relevant to the task, e.g. timesheets, job cards, parts requisitions, mileage records, service records
- P5 follow warranty procedures in line with manufacturers' and suppliers' requirements
- P6 access, file and store technical documentation and electronic data
- P7 install diagnostic software and flash files
- P8 write reports and record technical information, e.g. technical reports, machine appraisal reports, test results and information

Knowledge and understanding

You need to know and understand:

- K1 why organisation and manufacturers' procedures and policies are necessary, e.g. quality standards, traceability, efficiency and accountability
- K2 the organisation's procedures and policies relevant to your role, e.g. employee's handbook, organisational policies and guidance documentation
- K3 your personal role, liabilities and level of responsibility within the organisation
- K4 how to apply procedures and plans to complete a given task
- K5 the methods and routes of communication within the department and organisation
- K6 parts operations, electronic and hard-copy catalogues
- K7 warranty procedures terms and conditions
- K8 The methods used to file and access technical information, diagnostic software, documentation and procedures required to undertake a task, e.g. manufacturers' manuals, the Internet and service advisors,
- K9 how to complete work-related documentation, e.g. time sheets, job cards, pre-delivery inspection sheets, machinery appraisal sheets, parts requisitions, service records
- K10 how to compile reports and record information for use by others, e.g. the organisation, colleagues, manufacturers and the customers

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