

EUSNCO323 (SQA Unit Code - FA7P 04)

Agree a course of action to deal with network construction (water) related issues



Overview

This unit is designed for the candidate to demonstrate competence in determining and communicating courses of action to deal with network construction (water) related issues. This may involve the installation of new or replacement asset or the maintenance of existing asset. It includes domestic and non-domestic customers, where the supply may be single or joint.

This unit will apply to Network Construction Operations at Level 3 and is intended for Construction Supervisors.

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Performance criteria

You must be able to:

- P1 confirm the details of the network construction (water) related issue with the customers
- P2 check that the customers understand the regulatory requirements and those of the organisation
- P3 confirm responsibility for network construction or maintenance according to relevant information provided, approved procedures and practices
- P4 agree a suitable course of action with the customers to meet regulatory requirements and approved procedures and practices
- P5 in cases where the customers refuses to accept the defined course of action you refer the matter as required, and you inform the customers of the details of this
- P6 dealings with the customers meet approved procedures and practices
- P7 record relevant information according to approved procedures and practices

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Knowledge and understanding

You need to know and understand:

- K1 organisational policies and legal obligations regarding leakage on service pipes
- K2 customers' legal obligations for leakage on service pipes
- K3 the importance of checking that the customer understands the legal position regarding leaks on service pipes
- K4 organisational requirements for dealing with leaks on service pipes and for dealing with customers
- K5 recording requirements

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Additional Information

Scope/range related to performance criteria

1. customers: existing, new, and potential
2. regulatory requirements: legislative and statutory requirements including Health, Safety and Environmental, continuity of supply and water quality, industry regulations and requirements
3. relevant information: Sources of information, statutory and non statutory reports, company documentation, job instructions, client documentation (internal or external)
4. approved procedures and practices: Health, Safety and Environmental related to the individual and others, organisational, regulatory, statutory, emergency, operational, contingency plans, relevant company policies, relevant client policies (internal or external) approved materials and equipment and procedures, and risk assessments

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