

EUSWO02 - SQA Unit Code H2HX 04

Working with other people



Overview

This national occupational standard defines the competences required to work with other people. As well as being required to understand types of waste and associated hazards, you also need to know how to work with others, and how to pass information in compliance with your organisational reporting system.

Performance criteria

You must be able to:

Agree individual work activities when working with others

- P1 agree the division of work with others before beginning work
- P2 plan the best way to carry out the work to performance requirements
- P3 confirm the working methods that will be used to comply with operational requirements and Health & Safety Regulations

You must be able to:

Complete work activities with others

- P4 carry out and complete work activities within performance requirements
- P5 check with other people for any difficulties which arise from carrying out the work
- P6 prevent disagreements between people from disrupting work

You must be able to:

Use and communicate data and information

- P7 complete work documentation in accordance with operational requirements
- P8 provide colleagues with information to enable them to undertake work in accordance with operational requirements
- P9 obtain, and communicate to colleagues, information that is needed to enable tasks to be undertaken effectively and safely

You must be able to:

Resolve problems which affect working with others

- P10 notify the designated person when work is likely to be completed later than a pre-agreed schedule
- P11 report instances of unsafe or disruptive behaviour in accordance with operational procedures
- P12 report problems arising within own area of responsibility to the designated person
- P13 notify matters outside the responsibility of the job role to the designated person

Knowledge and understanding

You need to know and understand:

General

- K1 the potential hazards associated with different materials
- K2 how to identify work-related hazards and risks
- K3 details of operational procedures and documentation
- K4 how to deal constructively with colleagues and other people and resolve disagreements
- K5 how to use personal protective equipment (PPE) in line with operational procedures
- K6 operational procedures and why it is important to comply with them
- K7 the limits of the job responsibility when communicating with others

You need to know and understand:

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- K8 how to develop productive working relationships with colleagues
- K9 the nature of other people's work
- K10 how each person's work affects each other
- K11 how to resolve misunderstandings
- K12 how to make helpful contributions to work-related meetings and discussions
- K13 how to recognise difficulties in own work
- K14 different styles of working

Additional Information

Behaviours

You work in a manner which:

1. recognises and acts when others need support
2. takes responsibility for resolving problems in your work area

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