

# EUSWS03 - SQA Unit Code H2KP 04

## Supervise the work of others



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### Overview

This national occupational standard (NOS) defines the competences required to supervise the work of other people. As well as being required to understand associated workplace hazards, you also need to know how to supervise and 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 within your area of responsibility**

- P1 agree the division of work for each member of staff before instructing work to commence
- P2 plan the best way to carry out the work to achieve performance requirements
- P3 confirm that the working methods to be used comply with operational requirements and Health & Safety Regulations

*You must be able to:*

#### **Ensure work activities are completed safely and on time**

- P4 ensure that all staff carry out, and complete, work activities within performance requirements
- P5 ensure that individuals work in a safe manner and wear PPE in accordance with organisational requirements
- P6 identify and resolve any difficulties which arise from staff carrying out their work safely
- P7 prevent disagreements between people from disrupting work

*You must be able to:*

#### **Use and communicate data and information**

- P8 complete work documentation in accordance with operational requirements
- P9 provide colleagues with information to enable them to undertake work in accordance with operational requirements
- P10 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 arise when supervising and working with others**

- P11 notify the designated person when work is likely to be completed later than a pre-agreed schedule
- P12 resolve instances of unsafe or disruptive behaviour in accordance with operational procedures
- P13 resolve problems arising within own area of responsibility
- P14 report problems that can not be resolved 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:*

#### **Supervise the work of others**

- K8 how to supervise and motivate others
- K9 the limits of your responsibility
- K10 how to develop productive working relationships
- K11 the nature of other people's work
- K12 how a person's work affects others
- K13 the organisations performance requirements for the work being carried out
- K14 how to resolve misunderstandings
- K15 how to make helpful contributions to work-related meetings and discussions
- K16 how to recognise difficulties in work
- K17 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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