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## Overview

This standard, in the context of your occupation and work environment, is about

- 1 productive communication with line management, colleagues and customers
- 2 interpreting information
- 3 planning and carrying out productive work practices
- 4 working with others or as an individual

# COSVR642 SQA Unit Code – HE3A 04

## Conform to productive work practices

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### Performance criteria

- You must be able to:*
- P1 communicate with others
  - P2 follow organisational procedures to plan the sequence of work in order to conform to productive work practices and maintain records
  - P3 maintain good work relationships

**Knowledge and understanding**

*You need to know and understand:*

**Performance Criteria 1**

**Communicate with others**

- K1 how to use methods of **communication** with other workplace personnel and customers
- K2 how to communicate to ensure work is productive

**Performance Criteria 2**

**Follow procedures**

*You need to know and understand:*

- K3 how organisational **procedures** are applied to plan and carry out productive work
- K4 how to maintain **documentation** in accordance with organisational procedures
- K5 how to contribute to zero/low carbon outcomes in the built environment

**Performance Criteria 3**

**Work relationships**

*You need to know and understand:*

- K6 how to maintain good work **relationships**
- K7 how to apply the principles of equality and diversity

## Additional Information

### Scope/range related to performance criteria

#### Performance Criteria 1

- 1 communicate with line management, colleagues or customers to ensure work is carried out productively
- 2 respect the needs of others when communicating

#### Performance Criteria 2

- 3 interpret procedures and use resources to plan the sequence of work, so that it is completed productively
- 4 complete documentation as required by the organisation

#### Performance Criteria 3

- 5 work productively with line management, colleagues, customers or other people
- 6 apply the principles of equality and diversity

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### Scope/range related to knowledge and understanding

#### Communication

- 1 listening, written, oral visual and electronic

#### Documentation

- 2 job cards, worksheets, material/resources lists and time sheets

#### Procedures

- 3 use of resources for own and other's work requirements
- 4 allocation of appropriate work to employees
- 5 organisation of work sequence
- 6 reduction of carbon emissions

#### Relationships

- 7 individuals, workplace groups (customer and operative, operative and line management, own occupation and allied occupations)
- 8 show consideration for the needs of individuals by applying the principles of equality and diversity

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<b>Originating organisation</b>	ConstructionSkills
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<b>Relevant occupations</b>	Construction and Building Trades nec
<b>Suite</b>	Wood Occupations (Construction); Accessing Operations and Rigging (Construction); Applied Waterproof Membranes (Construction); Associated Industrial Services Occupations (Construction); Building Maintenance Multi-trade Repair and Refurbishment Operations; Chimney Engineering (Construction); Cladding Occupations (Construction); Construction Diving Operations (Construction); Construction Operations and Civil Engineering Services (Construction); Decorative Finishing and Industrial Painting Occupations (Construction); Demolition; Erection of Precast Concrete (Construction); Fitted Interiors (Construction); Floorcovering Occupations (Construction); Formwork (Construction); Innovative/Modern Methods of Construction; Insulation and Building Treatments (Construction); Interior Systems (Construction); Mastic Asphaltting (Construction); Piling Operations (Construction); Plant Operations (Construction); Plastering (Construction); Post Tensioning Operations (Construction); Refractory Installations (Construction); Removal of Hazardous and Non-hazardous Waste (Construction); Roofing Occupations (Construction); Site Logistics (Construction); Specialist Concrete Occupations (Construction); Specialist Installation Occupations (Construction); Steelfixing (Construction); Stonemasonry (Construction); Sub-structure Work Occupations ; Super-structure Work Occupations (Construction); Temporary Traffic Management (Construction); Thermal Insulation (Construction); Trowel Occupations (Construction); Tunnelling Operations (Construction); Wall and Floor Tiling (Construction); Wood Machining (Construction/Sawmilling Extrusion/Furniture);

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Wood Preserving – Industrial Pre-treatment (Construction); Fencing; Treework

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### **Key words**

Communication; Colleagues; Customer; Procedures; Records; Relationships;  
Zero/low carbons