

## **COSVR217 – HL6T 04**

### **Implement procedures to support team's performance**



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#### **Overview**

This standard is about

- 1 interpreting information
- 2 supporting team and/or individual members to improve performance and deal with problems
- 3 following organisational disciplinary and grievance procedures
- 4 performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

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#### Performance criteria

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- You must be able to:*
- P1 identify performance and bring to the attention of the team member concerned
  - P2 provide the team member with the opportunity to discuss actual or potential problems affecting their performance
  - P3 agree with the team member a course of action which is appropriate, timely and effective
  - P4 ensure your team members are aware of information regarding disciplinary and grievance procedures

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### Knowledge and understanding

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*You need to know and understand:*

#### Performance Criteria 1

##### Performance handling

- K1 why it is important to acknowledge a **team member's** good performance
- K2 why it is important to promptly identify poor performance and bring it directly to the **team member's** attention

#### Performance Criteria 2

##### communication

*You need to know and understand:*

- K3 how to encourage and enable **team members** to talk frankly about their **problems**
- K4 why it is important to provide opportunities for **team members** to discuss **problems**

#### Performance Criteria 3

##### Providing support

*You need to know and understand:*

- K5 how to identify **problems** which the individual is experiencing and devise appropriate responses
- K6 how to make recommendations for improvements and development of individuals and the team

#### Performance Criteria 4

##### Information handling

*You need to know and understand:*

- K7 how to keep records of team briefings
- K8 why it is important to maintain confidentiality when dealing with disciplinary and grievance procedures (who may receive what **information**)

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### Additional Information

<b>Scope/range related to performance criteria</b>	<b>Performance Criteria 1</b>
	1 record(s) of positive feedback
	2 record(s) of issues brought to the attention of team members who have problems which are affecting their performance
	<b>Performance Criteria 2</b>
	3 record(s) of discussions with team members about issues affecting their performance
	<b>Performance Criteria 3</b>
	4 record(s) of agreed actions to overcome problems and improve work performance
	5 make recommendations for improvement and development
	<b>Performance Criteria 4</b>
	6 record(s) of briefings emphasising situations that may give rise to disciplinary and grievance procedures and how it would be instigated

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<b>Scope/range related to knowledge and understanding</b>	<b>Information</b>
	1 organisational
	2 individual's rights
	3 equality and diversity
	4 development opportunities
	<b>Problems</b>
	5 arising from work-related factors
	6 arising from personal factors
<b>Team members</b>	
7 people for whom you have line management responsibility	
8 people for whom you have functional responsibility	

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