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## Overview

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

- 1 interpreting information
- 2 adopting safe and healthy working practices
- 3 working with, informing and supporting people
- 4 developing and maintaining good occupational working relationships

# COSVR210 – SQA Unit Code HL7Y 04

## Develop and maintain good working relationships

### Performance criteria

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- You must be able to:*
- P1 develop, maintain and encourage working relationships to promote goodwill and trust
  - P2 inform relevant people about work activities in an appropriate level of detail and with an appropriate degree of urgency
  - P3 offer advice and help to relevant people about work activities and encourage questions, requests for clarification and comments
  - P4 clarify the proposals with the relevant people and discuss alternative suggestions
  - P5 resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect

# COSVR210 – SQA Unit Code HL7Y 04

## Develop and maintain good working relationships

### Knowledge and understanding

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#### Performance Criteria 1

##### Working relationships

*You need to know and understand:*

- K1 how to maintain and encourage **working relationships** to promote **goodwill and trust** with relevant **people**
- K2 how to develop **working relationships** to **promote goodwill and trust**
- K3 how to apply the principles of **equality and diversity**

#### Performance Criteria 2

##### Inform people

*You need to know and understand:*

- K4 how to **inform** relevant **people** about **work activities** in an appropriate level of detail and with an appropriate degree of urgency

#### Performance Criteria 3

##### Offer advice

*You need to know and understand:*

- K5 how to encourage questions, requests for clarification and comments
- K6 how to **offer advice** and help to **people** about **work activities**

#### Performance Criteria 4

##### Deal with alternative proposals

*You need to know and understand:*

- K7 how to clarify alternative proposals with the relevant **people**
- K8 how to suggest alternative proposals

#### Performance Criteria 5

##### Resolve conflicts

*You need to know and understand:*

- K9 how to resolve differences of opinion in ways which minimise offence and maintain **goodwill, trust** and respect

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### Additional Information

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#### Scope/range related to performance criteria

##### **Performance Criteria 1**

- 1 record(s) of information on advice provided about occupational work activities and/or associated occupations
- 2 apply the principles of equality and diversity

##### **Performance Criteria 2**

- 3 record(s) of information and advice given about carrying out the work activities
  - 3.1 appropriate timescales
  - 3.2 health and safety requirements
  - 3.3 co-ordination of work procedures

##### **Performance Criteria 3**

- 4 record(s) of information and advice given about methods of occupational work activities to achieve the required outcome

##### **Performance Criteria 4**

- 5 outline notes of discussions relating to the occupational work activity and/or other occupations involved

##### **Performance Criteria 5**

- 6 outline notes of agreed activities that satisfy those involved, to meet the required outcome of the proposed method of work

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### Scope/range related to knowledge and understanding

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#### **Equality and diversity**

- 1 show consideration for the needs of individuals by applying the principles of equality and diversity

#### **Goodwill and trust**

- 2 keeping promises and undertakings
- 3 honest relationships
- 4 constructive relationships
- 5 co-operation and dialogue

#### **Inform/Offer advice**

- 6 orally
- 7 in writing
- 8 using drawings/sketches

#### **People**

- 9 colleagues
- 10 employers
- 11 customers
- 12 contractors
- 13 suppliers of products and services
- 14 those affected by the work/project

#### **Work activities**

- 15 progress
- 16 results
- 17 achievements
- 18 occupational problems
- 19 occupational opportunities
- 20 health and safety requirements
- 21 co-ordinated work

#### **Working relationships**

- 22 formal
- 23 informal

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## Develop and maintain good working relationships

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<b>Suite</b>	Occupational Work Supervision (Construction); Accessing Operations and Rigging (Construction); Building Maintenance Multi-trade Repair and Refurbishment Operations; Cladding Occupations (Construction); Controlling Lifting Operations (Construction); Construction Site Supervision; Construction Site Management; Decorative Finishing and Industrial Painting Occupations (Construction); Floorcovering Occupations (Construction); Formwork (Construction); Heritage Skills (Construction); Interior Systems (Construction); Mastic Asphaltting (Construction); Plastering (Construction); Roofing Occupations (Construction); Senior Crafts (Construction); Specialist Installation Occupations (Construction); Stonemasonry (Construction); Sub-structure Work Occupations (Construction); Trowel Occupations (Construction); Wall and Floor Tiling (Construction); Wood Machining (Construction/Sawmilling Extrusion/Furniture); Wood Occupations (Construction)
<b>Key words</b>	Discussions; Advice; Outcomes; Goodwill; Trust; Equality; Diversity