



**NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION****STATEMENT OF STANDARDS****UNIT NUMBER:** 4120282**UNIT TITLE:** WORKING WITH PEOPLE IN CONSTRUCTION AND RELATED SERVICES

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

**OUTCOME (ELEMENT OF COMPETENCE)**

1. ESTABLISH AND DEVELOP PROFESSIONAL RELATIONSHIPS WITH CUSTOMERS AND CO-CONTRACTORS

**PERFORMANCE CRITERIA**

- (a) Details relating to customer, co-contractor or other representative are established accurately and agreed.
- (b) Details sufficient for the needs of the developing relationship are recorded completely, accurately and legibly.
- (c) Requests for information are responded to promptly.
- (d) Information meets needs of customer, co-contractor or other representative.
- (e) Information is presented clearly, accurately and in a manner which promotes mutual understanding.
- (f) Credibility/authority of the customer/co-contractor or other representative is verified.
- (g) The customer, co-contractor or other representative is verified.
- (h) The customer, co-contractor or other representative is treated in a manner which assists the development of a positive relationship.
- (i) Prompt appropriate assistance is sought in the case of difficulty arising in the relationship.
- (j) Appropriate holding and referral action are taken in the case of not being able to satisfy the requests of customer, co-contractor or other representative.
- (k) Communications with customers and co-contractors are contained within the job holder's level of knowledge and area of responsibility.

**RANGE STATEMENT**

Types of professional relationships: customers; sales representatives; co-contractors; inspectors and officials from local government; government and professional organisations; suppliers; overseers.

Types of requests for information: products/services, deliveries, targets.

Types of contract: face-to-face; written; telephone.

Difficulties: inability to satisfy request; meeting with hostility.

Action to be taken: assurance of understanding and compliance with request; employing correct procedures for referral where appropriate; politeness.

Locations: site, office or other workplace, either of own organisation or of client/co-contractor's organisation.

Factors that can influence relationships: politeness; courtesy; prompt response to requests.

## **EVIDENCE REQUIREMENTS**

The assessor must be satisfied that the candidate can practically demonstrate competence under working conditions, using information sources as required, in relating to customers in work situations.

Where possible, evidence should be gathered directly from the workplace.

Supplementary evidence may be required in order to satisfy aspects of the range not demonstrated through performance alone.

The candidate will be required to demonstrate knowledge and understanding of the following:

the importance of obtaining customer goodwill;  
factors that can influence customer relationships;  
responsibilities of local authority staff relating to the organisation or industry;  
responsibilities of client/co-contractor, relating to the organisation or industry.

## **OUTCOME (ELEMENT OF COMPETENCE)**

- 2. ESTABLISH AND MAINTAIN PROFESSIONAL RELATIONSHIPS WITH AUTHORISED VISITORS TO THE WORKPLACE**

## **PERFORMANCE CRITERIA**

- (a) Visitors are treated in a manner which promotes goodwill.
- (b) Information to establish the credibility and authority of the visitors is sought and verified.
- (c) The purpose of the visit is clearly and promptly established.
- (d) Requests for information are responded to promptly.
- (e) Information given is clear, accurate and sufficient to meet the needs of the visitor.
- (f) Where information requests are outside the job holder's responsibility, visitors are passed on to an authorised person.
- (g) Visitors are made aware of reasons for delays or non-availability of service or product required.

- (h) Communications with visitors are contained within the job holder's level of knowledge and area of responsibility.

### **RANGE STATEMENT**

Types of visitor: clients and customers; agents and representatives; local authority or other Inspectorate; delivery drivers; general public; organised groups.

Authorised persons: persons in supervisory capacity or with special areas of responsibility.

Types of request for information: products/services; deliveries; targets.

Locations: site, or other workplace.

Factors that can influence relationships: politeness; courtesy; manner of dress.

### **EVIDENCE REQUIREMENTS**

The assessor must be satisfied that the candidate can practically demonstrate competence under working conditions, using information sources as required, in relating to authorised visitors to the workplace.

Supplementary evidence may be required in order to satisfy aspects of the range not demonstrated through performance alone.

The candidate will be required to demonstrate knowledge and understanding of the importance of presenting a good impression of the organisation or industry.

### **OUTCOME (ELEMENTS OF COMPETENCE)**

- 3. MAINTAIN WORKING RELATIONSHIPS WITH COLLEAGUES**

### **PERFORMANCE CRITERIA**

- (a) Colleagues are treated in a manner which promotes goodwill.
- (b) Requests from colleagues which fall within the job holder's responsibility are actioned promptly and willingly in accordance with agreed order of priorities.
- (c) Where colleagues are meeting with work or personal difficulties, assistance is offered.
- (d) New colleagues are provided with information and support sufficient for their identified needs.
- (e) Where a breakdown in working relationships cannot be resolved, prompt reporting action is taken with an appropriate authority.
- (f) Behaviour, dress and appearance are consistent with general working norms and guidelines of the organisation.
- (g) Effective arrangements with colleagues are made regarding division of work and responsibilities.

**RANGE STATEMENT**

Effects of good relationships: better productivity; increased efficiency; well-being of staff; job satisfaction.

Colleagues: personnel at all levels within and outwith candidate's section or department of the organisation.

Locations: site or other workplace.

Types of requests from colleagues: assistance with work or personal difficulties; delegation of work; information.

Types of difficulties requiring assistance: work overload; lack of specific knowledge; communication difficulties; personal problems at work or outside.

Types of information and support: how to access required information; assistance with work or execution of delegated task; personal appreciation and understanding.

Factors that can influence relationships: politeness; courtesy; manner of dress.

**EVIDENCE REQUIREMENTS**

The assessor must be satisfied that the candidate can practically demonstrate competence under working conditions, using reference sources as required, in relating to colleagues.

Supplementary evidence may be required in order to satisfy aspects of the range not demonstrated through performance alone.

The candidate will be required to demonstrate knowledge and understanding of the following:

the importance of maintaining good relationships with colleagues; factors that can influence relationships.

**ASSESSMENT RECORDS**

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

**SPECIAL NEEDS**

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of Support Notes.

© Copyright SQA 1992

Please note that this publication may be reproduced in whole or in part for educational purposes provided that:

- (i) no profit is derived from the reproduction;
- (ii) if reproduced in part, the source is acknowledged.

**NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION****SUPPORT NOTES**

<b>UNIT NUMBER</b>	4120282
<b>UNIT TITLE</b>	WORKING WITH PEOPLE IN CONSTRUCTION AND RELATED SERVICES

**SUPPORT NOTES:** This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

**NOTIONAL DESIGN LENGTH:** SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 20 hours. The use of notional design length for programme design and timetabling is advisory only.

**PURPOSE** This unit is designed to enable the candidate to develop skills and knowledge appropriate to working effectively with colleagues and representatives of other organisations at all levels. It is suitable for operatives working in the construction industry or a services or installation industry related to construction.

SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

This unit will help you to understand the need for establishing and developing good relationships with colleagues at work and with customers or co-contractors and visitors to the workplace. You will be able to develop your skills in this context and will learn how to identify and deal with problems as they arise. Your tutor/trainer will observe and record your progress during the unit.

**CONTENT/CONTEXT** The candidate successfully completing this unit will require underpinning knowledge and skills relating to colleague and customer/client relations, personal effectiveness and communication with colleagues and representatives from other organisations.

The unit would be offered to candidates from construction and related services industries. The skills are generic and transferable within different working environments but the unit is primarily aimed at candidates whose normal place of work would be a site or similar environment. The range statement is applicable to all areas of construction, mechanical engineering services and electrical installation, as well as other related or similarly structured industries and the skills, knowledge and understanding gained in completing this unit would be transferable across a range of disciplines within the built environment.

The unit deals with building and maintaining relationships on a professional rather than a personal level, making effective use of collaboration, communication and supportiveness in the workplace, and the effects of good relationships on productivity, efficiency and well-being of staff. It should be delivered as part of a structured programme of training and orientated to the context of the candidate's work and area of responsibility.

**GENERATING EVIDENCE** The achievement of the underpinning knowledge required for a full understanding of this unit would be assisted by the use of case studies and interactive videos. The practical elements could be demonstrated by means of videos, role-play and sponsored or naturally occurring instances at work. Supervisors and employers could play an important part in training. Candidates should be encouraged to apply their learning experiences at work and to feed back results.

**ASSESSMENT PROCEDURES** Assessment may be conducted in an integrative manner i.e. in conjunction with the execution of practical tasks, where the competence to be assessed involves group or team work. Alternatively, this unit may be assessed by means of role-play or case studies.

Evidence should be elicited of the candidate's understanding of the importance and the implications of building a good relationship in the working environment, as well as practical demonstrations of interpersonal skills.

**PROGRESSION** Candidates interested in this area of learning and development could progress to other SQA units in Personal and Social Development.

**RECOGNITION** Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised and Recommended Groupings'.

## REFERENCES

1. Guidelines for Module Writers.
2. SQA's National Standards for Assessment and Verification.
3. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment.
4. Procedures for special needs statements are set out in SQA's guide 'Students with Special Needs'.

© Copyright SQA 1992

Please note that this publication may be reproduced in whole or in part for educational purposes provided that:

- (i) no profit is derived from the reproduction;
- (ii) if reproduced in part, the source is acknowledged.