

National Occupational Standards
for
Occupational Work Supervision
(Construction)

4NOS 150

Edition 3

Final version approved March 2005



Published by
ConstructionSkills,
Bircham Newton, King's Lynn,
Norfolk PE31 6RH

First published 2005
Reprinted August 2006
Reprinted 2008

© Construction Industry Training Board 2005

The Construction Industry Training Board otherwise known as CITB-ConstructionSkills and ConstructionSkills is a registered charity (Charity Number: 264289)

ConstructionSkills has made every effort to ensure that the information contained within this publication is accurate.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior permission in writing of ConstructionSkills.

Printed in the UK

Contents

	Page no.
National Occupational Standards:	
Unit No. VR 209 Confirm Work Activities and Resources for the Work	1
Unit No. VR 210 Develop and Maintain Good Working Relationships	3
Unit No. VR 211 Confirm the Occupational Method of Work	5
Unit No. VR 212 Implement and Maintain Health, Safety and Welfare	7
Unit No. VR 213 Co-ordinate and Organise Work Operations	9
Unit No. VR 214 Allocate and Monitor the Use of Plant and Equipment	13
Unit No. VR 215 Monitor Progress Against Work Schedules	15
Unit No. VR 216 Confirm Work Meets Quality Standards	17
Unit No. VR 217 Implement Procedures to Support Team's Performance	19
Unit No. VR 218 Co-ordinate and Confirm the Dimensional Requirements of the Work	21
Unit No. VR 219 Contribute to the Circulation of Information	23

Description:

This unit is about:

- identifying the work activities involved
- adopting safe and healthy working practices
- identifying resources to carry out the work
- confirmation of a work programme/schedule for the occupational area of work being carried out

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Identify the work activities and assess the resources required from the information available and plan the programme of work to be carried out.	Record(s) containing the resources required for the work relating to: <ul style="list-style-type: none"> – occupations associated with the work – tools, plant and/or ancillary equipment – materials and components.
2 Obtain clarification and advice where the resources required are not available.	Record(s) which confirms and advises on what resources are available for the work.
3 Evaluate the work activities against project requirements and the requirements of any significant external factors.	Record(s) covering project requirements. External factors influencing the work relating to: <ul style="list-style-type: none"> – other occupations – resources – weather conditions – health and safety requirements.
4 Identify work activities which influence each other and make the best use of the resources available.	Record(s) covering activities that have an influence on each other and the best use of resources: <ul style="list-style-type: none"> – other occupations – materials and components – tools, plant and/or ancillary equipment.
5 Identify changed circumstances that will require alterations to the work programme and justify them to the decision makers.	Record(s) of proposed alterations to the work and the circumstances to justify them: <ul style="list-style-type: none"> – inform line management of changes required.

Unit No. VR 209: Confirm Work Activities and Resources for the Work

Knowledge and Understanding relating to Performance Criteria You must know and understand:	Scope of Knowledge and Understanding The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Programme and resources</i></p> <p>How to identify the work activities.</p> <p>How to assess the resources needed from the information available.</p> <p>How to prepare a work programme.</p> <p><i>Performance Criteria 2</i> <i>Clarification and advice on the resources</i></p> <p>How to obtain clarification and advice where the resources required are not available.</p> <p><i>Performance Criteria 3</i> <i>Project requirements and external factors</i></p> <p>Evaluation of the work activities against project requirements and the requirements of significant external factors.</p> <p><i>Performance Criteria 4</i> <i>Work activities</i></p> <p>How to identify which work activities influence each other.</p> <p>How to determine how long each work activity will take and the sequence of activities.</p> <p><i>Performance Criteria 5</i> <i>Alterations to the work programme</i></p> <p>How to identify alterations to the work programme to meet changed circumstances.</p> <p>How to assess the contractual/work effects resulting from alterations to the work programme.</p> <p>How to justify to decision makers the effects resulting from alterations to the work programme.</p>	<p>Clarification and advice From:</p> <ul style="list-style-type: none"> - the client/client's representative - manufacturer's technical information - trade literature - organisational procedures. <p>Evaluation By:</p> <ul style="list-style-type: none"> - work study - risk assessment. <p>External factors Other related programmes. Special working conditions. Weather conditions. Other occupations/people. Resources. Health and safety requirements.</p> <p>Programme Documentation relating to:</p> <ul style="list-style-type: none"> - action lists] and/or - method statements] occupation - duration] specific - schedules] requirements. <p>Project requirements Contract conditions. Contract programme stipulations. Health and safety requirements of operatives.</p> <p>Resources Other occupations/people associated with the work. Tools, plant and/or ancillary equipment. Materials and components.</p>

Description:

This unit is about:

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

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Develop, maintain and encourage working relationships to promote goodwill and trust.	Record(s) of information on advice provided about occupational work activities and associated occupations.
2 Inform relevant people about work activities in an appropriate level of detail and with an appropriate degree of urgency.	Record(s) of information and advice given about carrying out the work activities: <ul style="list-style-type: none">– appropriate timescales– health and safety requirements– co-ordination of work procedures.
3 Offer advice and help to relevant people about work activities and encourage questions, requests for clarification and comments.	Record(s) of information and advice given about methods of occupational work activities to achieve the required outcome.
4 Clarify the proposals with the relevant people and discuss alternative suggestions.	Outline notes of discussions relating to the occupational work activity and other occupations involved.
5 Resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect.	Outline notes of agreed activities that satisfy those involved, to meet the required outcome of the proposed method of work.

Unit No. VR 210: Develop and Maintain Good Working Relationships

Knowledge and Understanding relating to Performance Criteria You must know and understand:	Scope of Knowledge and Understanding The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Working relationships</i></p> <p>How to maintain and encourage working relationships to promote goodwill and trust with relevant people.</p> <p>How to develop working relationships to promote goodwill and trust.</p> <p><i>Performance Criteria 2</i> <i>Inform people</i></p> <p>How to inform relevant people about work activities in an appropriate level of detail and with an appropriate degree of urgency.</p> <p><i>Performance Criteria 3</i> <i>Offer advice</i></p> <p>How to encourage questions, requests for clarification and comments.</p> <p>How to offer advice and help to people about work activities.</p> <p><i>Performance Criteria 4</i> <i>Deal with alternative proposals</i></p> <p>How to clarify alternative proposals with the relevant people.</p> <p>How to suggest alternative proposals.</p> <p><i>Performance Criteria 5</i> <i>Resolve conflicts</i></p> <p>How to resolve differences of opinion in ways which minimise offence and maintain goodwill, trust and respect.</p>	<p>Goodwill and trust Keeping promises and undertakings. Honest relationships. Constructive relationships.</p> <p>Inform, offer advice and clarify Orally. In writing. Using drawings/sketches.</p> <p>People Colleagues. Employers. Clients and customers. Contractors. Suppliers of products and services.</p> <p>Work activities Progress. Results. Achievements. Occupational problems. Occupational opportunities. Health and safety requirements. Co-ordinated work.</p> <p>Working relationships Formal. Informal.</p>

Description:

This unit is about:

- assessing project data to determine construction, installation and work methods
- adopting safe and healthy working practices
- selecting the methods of work
- confirming the methods of work to the relevant personnel associated with the occupation

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Assess the available project data accurately to determine the occupational work method to be made.	Interpret drawings, specifications, schedules, manufacturer's information, method of work, risk assessment, programme of work.
2 Obtain more information from alternative sources in cases where the available project data is insufficient.	Outline notes on information obtained from alternative sources about the work to be carried out.
3 Identify work methods that will make the best use of resources and meet project, statutory and contractual requirements.	Record(s) of potential work methods to carry out the occupational work activity and meet health and safety requirements relating to technical and/or project criteria.
4 Confirm and communicate the selected work method to relevant personnel.	Outline notes for confirmation and communication on the selected occupational work method.

Unit No. VR 211: Confirm the Occupational Method of Work

<p>Knowledge and Understanding relating to Performance Criteria</p> <p>You must know and understand:</p>	<p>Scope of Knowledge and Understanding</p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Assessment of project data</i></p> <p>How to summarise project data.</p> <p>How to assess the available project data and interpret the work method.</p> <p><i>Performance Criteria 2</i> <i>Information sources for project data</i></p> <p>How to obtain more information from alternative sources when the available project data is insufficient.</p> <p><i>Performance Criteria 3</i> <i>Identify work methods</i></p> <p>How to identify work methods against technical and project criteria to make the best use of resources and meet project, statutory and contractual requirements.</p> <p><i>Performance Criteria 4</i> <i>Communicate the method of work</i></p> <p>How to confirm and communicate the work method to others.</p>	<p>Alternative sources The client or client's representative. Suppliers. Regulatory authorities. Manufacturer's literature.</p> <p>Project criteria Conformity to statutory requirements. Client and user needs. Contract requirements in terms of time, quantity and quality. Environmental considerations.</p> <p>Project data Quantities required. Specifications. Detailed drawings. Health and safety requirements. Timescales. Scope of works.</p> <p>Technical criteria Materials. Health, safety and welfare. Fire protection. Access. Equipment availability. Availability of suitable workforce. Pollution risk. Waste and disposal. Weather conditions.</p> <p>Work method Standard work procedures. Sequence of work. Organisation of resources (people, equipment, materials). Work techniques. Working conditions (health, safety and welfare). Risk assessment.</p>

Description:

This unit is about:

- interpreting information
- adopting safe and healthy working practices
- promoting and encouraging a health, safety and welfare culture
- implementing and monitoring health, safety and welfare within the operational work environment
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

Performance Criteria You must be able to:	Scope of Performance Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Allocate and maintain health, safety and welfare equipment and resources which meet the project and statutory requirements.	Arrangements for health, safety and welfare which include allocation of responsibilities, posting and maintaining statutory notices and hazard warnings, allocation of equipment and resources.
2 Encourage a culture of health, safety and welfare and identify opportunities for improving the health and safety of the work environment.	Promotion and encouragement of a health, safety and welfare culture within the operational environment: <ul style="list-style-type: none">– tool box talks.
3 Induct people and check that they are suitably competent and monitored whilst at the workplace.	<i>Induction and monitoring the health, safety and welfare of people in the workplace:</i> <ul style="list-style-type: none">– <i>records of inducting and monitoring.</i>
4 Monitor health, safety and welfare, in accordance with statutory requirements, and identify and record any special workplace conditions and situations that do not comply with regulations.	Record(s) of implementation and maintenance of health, safety and welfare, identification of any special workplace conditions and non-complying situations.

Unit No. VR 212: Implement and Maintain Health, Safety and Welfare

Knowledge and Understanding relating to Performance Criteria You must know and understand:	Scope of Knowledge and Understanding The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Health, safety and welfare</i></p> <p>How to allocate health, safety and welfare equipment and resources.</p> <p><i>Performance Criteria 2</i> <i>Improving health and safety</i></p> <p>How to identify what opportunities there are for improving the health and safety of the work environment.</p> <p>How to encourage a culture of health, safety and welfare in the workplace.</p> <p>How to recommend opportunities for improving the health and safety of the work environment.</p> <p><i>Performance Criteria 3</i> <i>Induction to health and safety</i></p> <p>How to induct people and check that people are correctly certified and monitored whilst in the workplace.</p> <p><i>Performance Criteria 4</i> <i>Monitoring health, safety and welfare</i></p> <p>How to check health, safety and welfare systems regularly in accordance with statutory requirements and record any special workplace conditions and examples which do not comply with regulations.</p> <p>How to identify what special workplace conditions and examples there are which do not comply with regulations.</p>	<p>Health, safety and welfare equipment and resources</p> <ul style="list-style-type: none"> Protective clothing. Protective equipment. First-aid facilities and arrangements. Welfare facilities. Storage and security of materials and equipment. Accident and incident reporting. Fire-fighting equipment. Provision of health, safety and welfare training. <p>Induct</p> <ul style="list-style-type: none"> Health and safety responsibilities. Workplace operations. Health, safety and welfare equipment and resources. Risk control procedures. First-aid arrangements. <p>People</p> <ul style="list-style-type: none"> Workforce. Suppliers. Visitors. <p>Statutory requirements</p> <ul style="list-style-type: none"> Workplace specific health, safety and welfare regulations. General health, safety and welfare legislation. Recognised industry Codes of Practice. Prescribed notices. Safety signs.

Description:

This unit is about:

- interpreting information about the project and work operations to be carried out
- adopting safe and healthy working practices
- selecting materials, components and equipment for the work
- preparing, co-ordinating and organising the work operations
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Provide adequate notice, as required, to all the people who will be affected, about when the work will start, how long it will take and when it will finish.	Record(s) of arrangements for notices of dates for the work to be carried out.
2 Agree a programme and methods of work with the people who will be doing the work.	Record(s) of agreement of work programmes and methods of work for the work to be carried out.
3 Organise the work being done with other operations as required of the overall work being carried out.	Record(s) of organising work with others associated with the operation.
4 Obtain sufficient resources of the appropriate type which will meet the project requirements and timescales.	Record(s) of resources obtained.
5 Organise and control the work and resources so that conditions are safe and the workplace is tidy.	Record(s) of workplace control, including resources, site tidiness and disposal of waste.

Unit No. VR 213: Co-ordinate and Organise Work Operations

Performance Criteria (continued)

You must be able to:

Scope of Performance (continued)

Evidence must be work-based, simulation alone is only allowed where shown in *bold italics*.

6 Identify any special considerations, record them and pass them on to people who may be affected.

Record(s) and identification of special considerations that have to be allowed for:

- occupiers
- near neighbours
- public access
- workplace conditions.

7 Organise the work area layout for operational purposes and communicate to the people involved with the work.

Record(s) of organisation and communication on the work area layout for operational purposes:

- storage
- work area
- plant and/or equipment
- temporary services
- access
- security
- continuing use by occupiers.

8 Organise the storage and use of materials and components so that materials handling and movement is efficient and wastage is minimised.

Record(s) of arrangements for the storage and use of materials and components to minimise handling, movement and wastage.

<p>Knowledge and Understanding relating to Performance Criteria</p> <p>You must know and understand:</p>	<p>Scope of Knowledge and Understanding</p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Notification of work to be carried out</i></p> <p>How to give adequate notice, as required in the contract, to all the people who will be affected about when the work will start, how long it will take and when it will finish.</p> <p><i>Performance Criteria 2</i> <i>Programme and methods of work</i></p> <p>How to agree a programme and methods with the people who will be doing the work.</p> <p><i>Performance Criteria 3</i> <i>Organisation and co-ordination of work</i></p> <p>How to organise and co-ordinate the work with other work activities/operations.</p> <p><i>Performance Criteria 4</i> <i>Obtain and plan for resources</i></p> <p>How to obtain sufficient resources.</p> <p>How to plan resources.</p> <p><i>Performance Criteria 5</i> <i>Storage and use of resources</i></p> <p>How to control the workplace and resources so that conditions are safe, the workplace is tidy and creates a favourable image of the organisation, its products and services and the project.</p> <p><i>continued...</i></p>	<p>Resources</p> <p>People. Tools. Plant and ancillary equipment. Materials and components. Information.</p> <p>Special considerations</p> <p>Relating to:</p> <ul style="list-style-type: none"> - occupiers - environment - vehicular access - health and safety - hazards - trespass - near neighbours - public access - workplace conditions - health, safety and welfare - statutory regulations and limitations - Codes of Practice. <p>Work area layout</p> <p>Storage. Work area. Plant and/or ancillary equipment. Temporary services. Access. Security. Continuing use by occupiers.</p>

Knowledge and Understanding relating to Performance Criteria (continued)

You must know and understand:

*Performance Criteria 6**Special considerations*

How to identify what are **special considerations**.

How to record **special considerations** and pass them on to people who will be affected.

*Performance Criteria 7**Work area layout for operational purposes*

How to pass on information about the **work area layout** to the people working in the workplace.

How to organise/arrange the **work area layout** for operational purposes.

*Performance Criteria 8**Storage and use of materials*

How to organise the storage and use of materials and components.

Allocate and Monitor the Use of Plant and Equipment**Description:**

This unit is about:

- confirming and allocating the use of plant and equipment on the job
- adopting safe and healthy working practices
- monitoring the use of plant and/or equipment
- ensuring that plant and/or equipment is operated safely and without risk to others
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

Performance Criteria You must be able to:	Scope of Performance Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Confirm the plant and/or equipment for the workplace and allocate it to the operations.	Record(s) of the allocation of plant and/or equipment for the operations.
2 Identify and assess health and safety risks and implement working practices and other safeguards to minimise risks.	Record(s) of assessment of health and safety risks and working practices and other safeguards for the work being carried out.
3 Inform decision makers where plant and/or equipment is unsuitable for use in the workplace.	Record(s) of alternatives to decision makers for plant and/or equipment that is unsuitable.
4 Provide accurate instructions for the use of plant and/or equipment to operators.	Record(s) of instructions for use in current and previous work.
5 Inform decision makers promptly when plant and/or equipment is no longer required.	Record(s) of information given to decision makers on finishing with the use of plant and/or equipment.

Unit No. VR 214: Allocate and Monitor the Use of Plant and Equipment

Knowledge and Understanding relating to Performance Criteria You must know and understand:	Scope of Knowledge and Understanding The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Allocate plant and/or equipment</i></p> <p>How to check the plant and/or equipment in the workplace and allocate it to the operations for which it is suitable.</p> <p><i>Performance Criteria 2</i> <i>Risks to health and safety</i></p> <p>How to identify what are health and safety risks.</p> <p>How to implement working practices and other safeguards to minimise risks.</p> <p>How to assess health and safety risks.</p> <p><i>Performance Criteria 3</i> <i>Unsuitable plant and equipment</i></p> <p>How to inform decision makers, where plant and/or equipment is unsuitable for use in the workplace.</p> <p><i>Performance Criteria 4</i> <i>Use of plant and/or equipment</i></p> <p>How to provide accurate instructions for the use of plant and/or equipment to operators.</p> <p><i>Performance Criteria 5</i> <i>Return of plant and equipment</i></p> <p>How to inform decision makers when plant and/or equipment is no longer required.</p>	<p>Decision makers Line management. Plant specialists. Plant and/or ancillary equipment suppliers.</p> <p>Plant and/or equipment Static. Mobile. Hand tools. Consumables. Health and safety equipment. Standard/non-standard. Electro-mechanical. Electronic.</p> <p>Risks Relating to:</p> <ul style="list-style-type: none"> - operators - other personnel in the workplace - members of the public - workplace visitors - owners of adjoining property. <p>Unsuitable Because of failing to meet:</p> <ul style="list-style-type: none"> - operational efficiency - health and safety - reliability - usage requirements.

Description:

This unit is about:

- interpreting information to determine progress of the work
- recognising materials, components and equipment used with the work
- implementing actions to forward progress with the work
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Identify inappropriate specified resources, informing decision makers and suggesting suitable alternative resources.	Identify and record inappropriate resources and the suggested alternatives and inform decision makers.
2 Identify and quantify any deviations from planned progress which have occurred, or which may occur, and which could disrupt the programme.	Record(s) of identified and quantified deviation(s).
3 Confirm the circumstances of any deviations and agree and implement appropriate corrective action.	Record(s) of the agreed corrective action taken to overcome deviations.
4 Identify options which are likely to produce savings in cost and time and help the contract progress, and pass these on to decision makers.	Record(s) of information and recommendations about progress passed to decision makers which include options likely to minimise increases in cost and time.
5 Inform decision makers about progress, changes to the operational programme and resource needs.	Record(s) of information and recommendations passed to decision makers about progress which include options for changes and resource needs.

Unit No. VR 215: Monitor Progress Against Work Schedules

<p>Knowledge and Understanding relating to Performance Criteria</p> <p>You must know and understand:</p>	<p>Scope of Knowledge and Understanding</p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Monitoring resources</i></p> <p>How to identify what are inadequate and inappropriate specified resources.</p> <p>How to inform decision makers about inadequate and inappropriate specified resources, and obtain alternative resources.</p> <p>How to specify alternative resources.</p> <p><i>Performance Criteria 2</i> <i>Deviations in progress</i></p> <p>How to identify any deviations from planned progress which could disrupt the programme.</p> <p>How to quantify any deviations from planned progress.</p> <p><i>Performance Criteria 3</i> <i>Corrective actions</i></p> <p>How to confirm the circumstances of any deviations.</p> <p>How to implement corrective action.</p> <p>How to agree corrective action in circumstances of any deviations.</p> <p><i>Performance Criteria 4</i> <i>Identify options</i></p> <p>How to identify options which are most likely to minimise increases in cost and time and help the contract progress.</p> <p>How to pass options which are most likely to minimise increases in cost and time, and help the contract progress, to decision makers.</p> <p>When to inform decision makers about progress, changes to the operational programme, and resource needs.</p> <p><i>Performance Criteria 5</i> <i>Decisions and actions</i></p> <p>How to inform the decision makers about actions that need to be taken.</p>	<p>Corrective action Restore progress in accordance with agreed programme. Agree new completion dates. Secure additional resources. Alter planned work.</p> <p>Decision makers The client and/or representative. Contractors. Suppliers Line management.</p> <p>Deviations Resource shortages. Design problems and constraints. Lack of essential construction information. Construction errors. Inclement weather. Physical (workplace) constraints.</p> <p>Programme Action lists. Method statements. Work costs.</p> <p>Quantifying Method of work. Implication on resources.</p> <p>Resources People. Tools and ancillary equipment. Materials and components. Time. Information.</p>

Description:

This unit is about:

- interpreting information for quality standards of the work being carried out
- implementing checks on the quality of work
- confirming work meets with quality standards
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Identify quality standards from available information and clearly specify to the people responsible for their implementation.	Record(s) of identified quality standards and specified responsibilities.
2 Regularly check that work conforms to the design requirements and the specified quality standards.	Record(s) of inspection and control procedures for quality work.
3 Identify work that fails to meet the requirements and specified quality standards and implement corrective action.	Record(s) of work defects and required corrective action.
4 Regularly inform decision makers about any significant variations in quality standards.	Record(s) information referred to others which include(s): <ul style="list-style-type: none">– correction of unacceptable quality standards– notification to decision makers.

Unit No. VR 216: Confirm Work Meets Quality Standards

Knowledge and Understanding relating to Performance Criteria You must know and understand:	Scope of Knowledge and Understanding The knowledge and understanding evidence should relate to the occupational area being assessed.
<p><i>Performance Criteria 1</i> <i>Quality standards</i></p> <p>How to identify what are the quality standards.</p> <p>How to pass quality standards on to people responsible for their implementation during the contract.</p> <p><i>Performance Criteria 2</i> <i>Checks on the quality of work</i></p> <p>How to check that work conforms to the design requirements and the specified quality standard.</p> <p><i>Performance Criteria 3</i> <i>Failures in work quality</i></p> <p>How to identify what work fails to meet the requirements and specified quality standards.</p> <p>How to implement corrective action where work fails to meet the requirements and specified quality standards.</p> <p><i>Performance Criteria 4</i> <i>Informing decision makers</i></p> <p>How to inform decision makers about significant variations in quality standards.</p> <p>When actions are needed to take account of variations in quality standards.</p>	<p>People responsible Suppliers. Workforce.</p> <p>Quality standards Statutory requirements. Project specifications. British Standards. Codes of Practice. Organisational standards. Best practice. Manufacturer's information.</p> <p>Work Materials and components and their use. Methods of work.</p>

Implement Procedures to Support Team's Performance**Description:**

This unit is about:

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

Performance Criteria You must be able to:	Scope of Performance
1 Identify poor performance and bring it directly to the attention of the team member concerned.	Record(s) of issues brought to the attention of team members who have problems which are affecting their performance.
2 Provide the team member with the opportunity to discuss actual or potential problems affecting their performance.	Record(s) of discussions with team members about issues affecting their performance.
3 Agree with the team member a course of action which is appropriate, timely and effective.	Record(s) of agreed actions to overcome problems with work performance.
4 Ensure your team members have clear, accurate and timely information regarding disciplinary and grievance procedures.	<i>Record(s) of notification of team members involved of organisational disciplinary and grievance procedures.</i>

Unit No. VR 217: Implement Procedures to Support Team’s Performance

<p>Knowledge and Understanding relating to Performance Criteria</p> <p>You must know and understand:</p>	<p>Scope of Knowledge and Understanding</p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Performance handling</i></p> <p>Why it is important to promptly identify poor performance and bring it directly to the team member's attention.</p> <p><i>Performance Criteria 2</i> <i>Communication</i></p> <p>How to encourage and enable team members to talk frankly about their problems.</p> <p>Why it is important to provide opportunities for team members to discuss problems.</p> <p><i>Performance Criteria 3</i> <i>Providing support</i></p> <p>How to identify problems which the individual is experiencing and devise appropriate responses.</p> <p><i>Performance Criteria 4</i> <i>Information handling</i></p> <p>Why it is important to maintain confidentiality when dealing with disciplinary and grievance procedures (who may receive what information).</p>	<p>Information Organisational. Individual’s rights.</p> <p>Problems Arising from work-related factors. Arising from personal factors.</p> <p>Team members People for whom you have line management responsibility. People for whom you have functional responsibility.</p>

Co-ordinate and Confirm the Dimensional Requirements of the Work**Description:**

This unit is about:

- co-ordinating and communicating information with work colleagues
- adopting safe and healthy working practices
- selecting, using and maintaining measuring and recording equipment
- confirming and measuring dimensional control requirements of the work
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Co-ordinate and communicate with work colleagues, accurate information, to position, align and level the work being carried out.	Record(s) of dimensional information passed to work colleagues.
2 Confirm and measure the dimensional controls, setting out points, lines and profiles accurately and maintain them to the specified work requirements.	Record(s) of dimensional controls, setting out points, lines and profiles.
3 Check and adjust measuring and recording equipment to the specified accuracy.	Record(s) of checks and adjustments made to measuring and recording equipment.
4 Identify any deviations in dimensional controls and ensure they are corrected in accordance with the work requirements.	Record(s) of corrections needed to identified deviations.
5 Identify circumstances and conditions that require revision of work practices.	Record(s) of circumstances and conditions that affect work in the occupation and area of responsibility.

Unit No. VR 218: Co-ordinate and Confirm the Dimensional Requirements of the Work

<p>Knowledge and Understanding relating to Performance Criteria</p> <p>You must know and understand:</p>	<p>Scope of Knowledge and Understanding</p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Information to position, level and align</i></p> <p>How to co-ordinate and communicate accurate information to work colleagues to enable them to position, align and level the work.</p> <p><i>Performance Criteria 2</i> <i>Dimensional control</i></p> <p>How to confirm and measure dimensional controls, setting out points, lines and profiles and maintain them to the specified work requirements.</p> <p><i>Performance Criteria 3</i> <i>Measuring and recording equipment</i></p> <p>How to check measuring and recording equipment and apply the manufacturers' tolerances to adjust the equipment to maintain the specified accuracy.</p> <p><i>Performance Criteria 4</i> <i>Deviations in position, alignment and level</i></p> <p>How to identify any deviations in position, alignment and level.</p> <p>How to correct any deviations in position, alignment and level in accordance with the work requirements.</p> <p><i>Performance Criteria 5</i> <i>Revision of work practices</i></p> <p>How to identify circumstances and conditions that affect the work and require revisions to the work procedures/practices.</p>	<p>Circumstances and conditions</p> <p>Land. Water. Obstacles. Climatic variation. 'Live' conditions (e.g. buildings and sites in use, roads, railways, runways).</p> <p>Deviations</p> <p>Arising from:</p> <ul style="list-style-type: none"> - transfer of lines and levels - use of wrong lines and levels. <p>Dimensional controls</p> <p>Lines. Levels. Angles. Distances. Curves.</p> <p>Measuring and recording equipment</p> <p>Mechanical. Optical. Electronic.</p>

Description:

This unit is about:

- interpreting information for the organisational and communication needs of the project
- adopting safe and healthy working practices
- implementing the systems of communication for information
- collecting, recording and distributing information
- performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment

Performance Criteria	Scope of Performance
You must be able to:	Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i> .
1 Identify and implement the organisational and communication needs that are required for the project.	Record(s) of project organisation and communication systems which have been implemented.
2 Implement the agreed methods of communicating, reporting, recording and retrieving information.	Record(s) of communications, reports and retrieval of information relating to the needs of the project.
3 Identify any breakdowns in communication, and take action to restore effective communication.	Record(s) of any breakdowns in communication and the actions taken to resolve them in accordance with organisational procedures.
4 Implement the agreed systems for recording and providing feedback on the ways in which resources are allocated and used.	Record and provide feedback on the use of resources for the project.

Unit No. VR 219: Contribute to the Circulation of Information

<p>Knowledge and Understanding relating to Performance Criteria</p> <p>You must know and understand:</p>	<p>Scope of Knowledge and Understanding</p> <p>The knowledge and understanding evidence should relate to the occupational area being assessed.</p>
<p><i>Performance Criteria 1</i> <i>Organisational and communication needs</i></p> <p>How to identify the organisational and communication needs for the project.</p> <p><i>Performance Criteria 2</i> <i>Communicating, reporting, recording and retrieving information</i></p> <p>How to monitor the methods of communicating, reporting, recording and retrieving information introduced.</p> <p>How to implement methods of communicating, reporting, recording and retrieving information which are agreed for the project.</p> <p><i>Performance Criteria 3</i> <i>Breakdowns in communication</i></p> <p>How to identify breakdowns in communication.</p> <p>How to take action to restore effective communication.</p> <p><i>Performance Criteria 4</i> <i>Information on resources</i></p> <p>How to implement the agreed systems for recording and providing feedback on the ways in which resources are allocated and used.</p>	<p>Methods of communicating, reporting, recording and retrieving</p> <p>Oral. Written. Graphic. Electronic.</p> <p>Organisational and communication needs</p> <p>Contract administration. Health and safety. Team interfaces. Integration of data.</p> <p>Resources</p> <p>People. Tools. Plant and/or ancillary equipment. Materials and components. Current project information.</p>