Unit 3: Establish and Maintain Effective Working Relationships in the Measurement Processes Environment

This unit is about establishing and maintaining effective working relationships. You will be involved in:

- establishing and maintaining effective working relationships with colleagues
- establishing and maintaining effective communications with colleagues
- carrying out work handovers

During this work you must take account of the relevant operational requirements and safe working practices.

Unit Scope

You will be expected to demonstrate your competence in establishing and maintaining effective working relationships in the maintenance or proving context.

The situations in which you will be expected to demonstrate your competence in establishing and maintaining effective working relationships will include:

- informal meetings
- formal meetings
- normal work situation
- vendor communication
- team briefings

Unit-Wide Underpinning Knowledge and Understanding

Within the limits of your responsibility you must be able to demonstrate that you know:

Unit-wide Underpinning Knowledge and Understanding

- the implications of relevant statutory (e.g., HASAWA and COSHH) and organisational requirements
- how to interpret operational requirements e.g., policies, procedures, instructions, codes of practice, standards, schedules
- the implications of the relevant fiscal and Excise requirements
- the implications of poor communication
- the need for good relationships
- the need for proper hand-over and the impact of inadequate hand-over
- the means to ensure information given has been effectively received
Element 3.1 : Establish and Maintain Effective Working Relationships with Colleagues

This element is about establishing and maintaining effective working relationships with your clients, co-workers, supervisors, managers, other company employees and third parties (e.g. contractors)

Standards of Performance

In achieving this element you will have

a. treated colleagues in a manner which promotes and maintains goodwill
b. promptly and willingly met reasonable requests from colleagues
c. provided clear, accurate and prompt information regarding daily work schedules to colleagues
d. supported and offered help to colleagues
e. worked safely in accordance with operational requirements

Scope (See Unit Scope)

Underpinning Knowledge and Understanding (see also Unit Underpinning Knowledge and Understanding)

Within the limits of your responsibility you must be able to demonstrate that you know:

your own responsibilities under Company Personnel Policies
how to recognise reasonable requests
what is considered essential information regarding daily work schedules
when a working relationship has broken down and the appropriate procedures to follow e.g. company grievance procedure
Element 3.2 : Establish and Maintain Effective Communications with Colleagues

This unit is about establishing and maintaining effective communications with your clients, co-workers, supervisors, managers, other company employees.

Standards of Performance

In achieving this element you will have

a. effectively delivered clear, concise, accurate and unambiguous communications
b. accurately identified difficulties in interpretation of information and sought prompt clarification
c. worked safely and in accordance with operational requirements

Scope (See Unit Scope)

Underpinning Knowledge and Understanding (see Unit Underpinning Knowledge and Understanding)

no element specific underpinning knowledge and understanding (see Unit Scope)
Element 3.3: Carry out Work Handovers

Standards of Performance

In achieving this element you will have

a. effectively recorded all relevant information
b. ensured that information given TO you on current operational status is accurate and complete
c. ensured that information given BY you on current operational status is accurate and complete
d. effectively communicated all relevant operating instructions
e. left your work area clean and hazard free
f. worked safely and in accordance with operational requirements

Scope (See also Unit Scope)

The situations in which you will be expected to demonstrate your competence in carrying out work handovers are:

to next shift
from previous shift
to next job
from previous job
to next person
from previous person

Underpinning Knowledge and Understanding (see also Unit Underpinning Knowledge and Understanding)

Within the limits of your responsibility you must be able to demonstrate that you know:

how to work with and within the Permit to Work system
how to identify and control and minimise work area hazards
the relevant personnel who are to give information to you
the relevant personnel who are to receive information from you
how to adequately define the status of work progress on the metering system under your control