Unit C6: Establish and Maintain Effective Working Relationships

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

- establishing and maintaining effective working relationships with colleagues
- establishing and maintaining relationships with visitors to the working environment
- 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 AS THEY APPLY TO YOU.

In achieving this unit you will have provided evidence to your assessor that you have successfully met all of the required Standards of Performance. You will also have provided evidence to your assessor that you have all the knowledge and understanding which underpins the achievement of those Standards of Performance. This ensures that you can do the work, understand the work and so can react appropriately to any contingency which falls within your responsibility.

Unit Guidance

Evidence of competence

Evidence of your competence will be planned for and agreed with your Assessor. The evidence will then be generated and gathered over time by you. You will then present the evidence to your Assessor at a prearranged time/date.

To fully demonstrate your competence you must generate/gather/present evidence of your involvement in and contribution to:

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

Where you do not have the opportunity to cover all aspects of the Standards of Performance in the workplace, then your evidence may be supplemented by a realistic simulation and questioning. This will allow your Assessor to infer competence.

Evidence of 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 statutory (e.g. HASAWA and COSHH) and organisational requirements
- how to interpret operational requirements (e.g. relevant policies, procedures, instructions, codes of practice, standards, schedules)
Element C6.1 : Establish and Maintain Effective Working Relationships with Colleagues

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

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 who are in work related difficulties
e. promptly and effectively reported breakdowns in working relationships
f. worked safely in accordance with operational requirements

Evidence Requirements

See Unit Guidance.

Underpinning Knowledge and Understanding (see also Unit Guidance)

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

- your own responsibilities within your organisation
- how to recognise reasonable requests
- what is considered essential information regarding daily work schedules
- when a working relationship has broken down
Element C6.2 : Establish and Maintain Relationships with Visitors to the Working Environment

This element is about establishing and maintaining relationships with visitors to your working environment. Visitors include approved and authorised visitors.

Standards of Performance

In achieving this element you will have

a. greeted visitors in a manner which promotes goodwill
b. provided visitors with clear and sufficient information (oral, written and visual) to meet their identified need
c. promptly passed on requests for information outwith your own responsibility to the relevant personnel
d. effectively ensured that visitors are not endangered through your acts or omissions
e. worked safely in accordance with operational requirements

Evidence Requirements

See Unit Guidance.

Underpinning Knowledge and Understanding (see also Unit Guidance)

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

- the limits of your responsibilities
- policies and procedures regarding visitors
Element C6.3 : Establish and Maintain Effective Communications with Colleagues

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

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

Evidence Requirements

See unit Guidance.

Underpinning Knowledge and Understanding

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

- What specific statutory requirements (e.g. HASAW, COSHH) apply to the way in which you communicate with others
- What specific terms of communication you would adopt with colleagues and how these relate to company procedures, policies etc.
Element C6.4 : Carry out Work Handovers

This element is about carrying 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

Evidence Requirements (See also Unit Guidance)

To fully demonstrate your competence you must generate/gather/present evidence of your involvement in and contribution to handovers:

- 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 Guidance)

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 and receive information to and from you