

# ASTC01

## Manage self and relationships and service standards



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### Overview

The Standards that are part of this Unit

1. C01.1 Manage your own resources and personal development
2. C01.2 Manage relationships
3. C01.3 Respond to complaints and service standards

This is a core unit for all disciplines.

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### Performance criteria

*You must be able to:*

#### Manage your own resources and personal development

- P1 identifying and agreeing with appropriate colleagues the requirements of your work role, personal **aims** and objectives and how you will measure progress
- P2 identifying any gaps between the requirements of your work role and your current knowledge, understanding and skills
- P3 discussing and agreeing with appropriate colleagues a **development plan** for achieving identified development needs
- P4 undertaking **development activities** aimed at achieving your development plan using appropriate **sources of support and guidance**
- P5 recording, **measuring** and reviewing progress and evidence of competence gained
- P6 **organising your work** to make efficient use of your time and resources
- P7 checking on a regular basis how you are using your time at work and identifying possible improvements

#### Manage relationships

*You must be able to:*

- P8 developing, maintaining and encouraging professional **working relationships**
- P9 **presenting information** to people about work activities in an appropriate level of detail and in a timely fashion
- P10 offering information, advice and help to **people** about work activities in an appropriate manner, encouraging questions and feedback
- P11 dealing with differences of opinion in ways which minimise offence, and resolving conflicts in ways that maintain respect and honesty

#### Respond to complaints and service standards

*You must be able to:*

- P12 responding appropriately to **complaints and service standards** according to the organisational policy and procedures
- P13 investigating the **complaint** to assess whether it is justified and, if so, what action needs to be taken to resolve the problem satisfactorily
- P14 attempting to resolve **complaints** and problems expediently where it is within own area of authority and work with others where necessary
- P15 advise complainants of the action being taken to address their **complaint** and keep them informed of progress
- P16 identifying potential or recurring problems within **service standards** systems and procedures that might affect others before they become aware of them and notify line manager
- P17 informing line manager and appropriate colleagues of the steps taken to resolve specific problems including any recurring problems

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### Knowledge and understanding

*You need to know and understand:*

#### Manage your own resources and personal development

- K1 how do you identify with colleagues the requirements of your work role, personal **aims and objectives** and how you will **measure progress?** (understanding) (a) [1,2]
- K2 how do you agree with colleagues the requirements of your work role, personal **aims and objectives** and how you will **measure progress?**(application) (a) [1,2]
- K3 how do you identify any gaps between the requirements of your work role and your current knowledge, understanding and skills?(understanding) (b) [1,2]
- K4 how do you discuss and agree with colleagues a **development plan** for achieving identified development needs? (application) (c) [3]
- K5 how do you undertake **development activities** aimed at achieving your **development plan** using appropriate sources of **support and guidance?** (application) (d) [3,4,5]
- K6 how do you record, **measure** and review **progress** and evidence of competence gained? (application) (e) [2]
- K7 how and why do you **organise your work?** (synthesis) (f) [6]
- K8 how do you check on a regular basis how you are using your time at work and identify possible improvements? (g) [All]

#### Manage relationships

*You need to know and understand:*

- K9 how do you maintain and encourage professional **working relationships?** (application) (a) [1,2]
- K10 how and why do you develop professional **working relationships?** (synthesis) (a) [1,2]
- K11 how do you **present** information to people about work activities in an appropriate level of detail and in a timely fashion? (application) (b) [2,3,4]
- K12 how and why do you offer advice and help to **people** about work activities? (synthesis) (c) [2,4]
- K13 how do you encourage questions and feedback? (application) (c) [1,2,4]
- K14 how and why do you ensure that differences of opinion are dealt with in ways which minimise offence, and conflicts are resolved in ways that maintain respect and honesty? (d) [All]

#### Respond to complaints and service standards

*You need to know and understand:*

- K15 how do you respond appropriately to **complaints and service standards** according to the organisational policy and procedures? (application) (a) [1]
- K16 how do you investigate the complaint to assess whether it is justified

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- and, if so, what action needs to be taken to resolve the problem satisfactorily (application) (b) [1]
- K17 how do you attempt to resolve complaints and problems expediently where it is within own area of authority and working with others where necessary (application)(c) [1]
- K18 how do you advise complainants of the action being taken to address their complaint and keep them informed of progress (application) (d) [1]
- K19 how do you identify potential or recurring problems within **service standard** systems and procedures that might affect others before they become aware of them (application) (e) [1]
- K20 how do you notify line manager of potential or recurring problems (application) (e) [1]
- K21 how do you inform line manger and appropriate colleagues of the steps taken to resolve specific problems including any recurring problems (application) (f) [1]

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### Additional Information

#### Scope/range related to performance criteria

#### Manage your own resources and personal development

1. **Aims and objectives:**
  - 1.1. addressing strengths and weaknesses
  - 1.2. compliance with the employer and professional requirements
2. **Measure progress:**
  - 2.1. organisational standards
  - 2.2. industry standards
3. **Development plan:**
  - 3.1. priorities;
  - 3.2. target dates;
  - 3.3. development activities
4. **Sources of support and guidance:**
  - 4.1. national/industry bodies
  - 4.2. professional institutions;
  - 4.3. education and training providers
  - 4.4. in house
5. **Development activities:**
  - 5.1. formal/informal learning
  - 5.2. research;
  - 5.3. work experience
6. **Organising your work:**
  - 6.1. estimate time needed
  - 6.2. prioritise
  - 6.3. decision taking
  - 6.4. minimising interruptions
  - 6.5. reviewing progress and adjust as necessary

#### Manage relationships

7. **Working relationships:**
  - 7.1. formal
  - 7.2. informal
8. **People:**
  - 8.1. senior and junior colleagues

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- 8.2. customers or clients;
- 8.3. people outside your organisation

### 9. **Presenting information:**

- 9.1. orally;
- 9.2. in writing
- 9.3. graphically;
- 9.4. electronically

### 10. **Work activities:**

- 10.1. progress
- 10.2. results
- 10.3. achievements

## **Respond to complaints and service standards**

### 11. **Complaints and service standards:**

- 11.1. internal
- 11.2. external

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**Developed by** Asset Skills

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**Version number** 1

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**Date approved** July 2007

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**Indicative review date** July 2009

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**Validity** Current

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**Status** Original

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**Originating organisation** Asset Skills

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**Original URN** C01

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**Relevant occupations** Professional Occupations; Construction, planning and the built environment; Building and construction; Architects, Town Planners and Surveyors

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**Suite** Surveying, Property Maintenance and Valuation

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**Key words** Manage, Service, Surveying, Valuation, Complaints, Property Maintenance

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