
Overview

The Standards that are part of this Unit

1. O12.1 Monitor works against agreed performance standards
2. O12.2 Monitor progress against agreed programmes
3. O12.3 Inspect and check work for completion

This is a compulsory unit for Building Surveying and an optional unit for Maintenance. It is not applicable to Quantity Surveying, General Practice or Valuation.

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Monitor Works

Performance criteria

You must be able to:

Monitor works against agreed performance standards

- P1 identifying and interpreting **performance standards** from available information and passing them to people responsible for their implementation, before they start work
- P2 specifying, clearly and unambiguously, the responsibilities which individuals have for maintaining **performance standards**
- P3 implementing **systems** for inspecting and controlling the quality of performance standards
- P4 checking, regularly, that work conforms to the specified **performance standards** and recording the outcomes
- P5 identifying any work which fails to meet the requirements and specified **performance standards** and instigating corrective action
- P6 checking that corrective action is taken and notifying the appropriate line manager if this is not done within a reasonable time
- P7 informing the appropriate line manager about conflicting **standards** or performance variations and suggesting the decisions which need making and actions which need taking
- P8 identifying improvements from feedback received and recommending them to the line manager
- P9 recommending amendments to the **performance standards** and recording them accurately

Monitor progress against agreed programmes

You must be able to:

- P10 implementing **systems** to monitor and record the progress of the contract against the agreed **programmes**
- P11 collecting information regularly and summarising it accurately
- P12 identifying, quantifying and investigating any deviations from planned progress which may have occurred.
- P13 receiving and reviewing proposals for **corrective action** against performance standards
- P14 agreeing with **relevant people** the preferred options for **corrective action**
- P15 identifying improvements from feedback received and recommending them to **relevant people**

Inspect and check work for completion

You must be able to:

- P16 obtaining all the relevant **documents** needed for certification, checking them against the contract requirements, recording any variations and reviewing the **documents** for a certification decision to be made
- P17 inspecting and checking work against the contract requirements,

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- recording any variations and reviewing for satisfactory completion
- P18 reviewing the liability for the costs of corrective and additional work, discussing this with the **people** involved in the contract and recording decisions to meet the contract requirements

Knowledge and understanding

You need to know and understand:

Monitor works against agreed performance standards

- K1 what do you identify as **performance standards**? (understanding) (a) [1,2]
- K2 what do you identify as improvements from feedback received and recommend them to the line manager? (understanding) (h) [1]
- K3 how and why do you interpret **performance standards**? (analysis) (a) [1,2]
- K4 how and why do you specify the responsibilities which individuals have for maintaining **performance standards**? (evaluation) (b) [1,2]
- K5 how do you check that corrective action is taken and notify the appropriate line manager if this is not done in a reasonable time? (application) (f) [1]
- K6 how do you inform the appropriate line manager about conflicting **standards** or performance variations? (application) (g) [1,2]
- K7 how do you pass **performance standards** on to people responsible for implementing them before they start work? (application) (a) [1,2]
- K8 how do you check that work conforms to the specified **performance standards** and record the outcomes? (application)(d) [1,2]
- K9 how do you implement **systems** for inspecting and controlling the quality of **performance standards**? (application) (c) [1,2,3]
- K10 how do you identify work that fails to meet the specified performance standards and instigate corrective action? (application) (e)[1,2]
- K11 how and why do you suggest decisions to the appropriate line manager about actions that need to be taken about conflicting standards or performance variations or actions that need to be taken? (synthesis) (g) [1]
- K12 how and why do you recommend improvements to the line manager? (synthesis) (h) [2]
- K13 how do you record recommended amendments to the performance standards? (application) (i) [1,2]

Monitor progress against agreed programmes

You need to know and understand:

- K14 how do you implement **systems** to monitor and record the progress of the contract against the agreed **programmes**, and collect and summarise information? (application) (a,b) [1,2]
- K15 what do you identify as any deviations from planned progress which may have occurred? (understanding) (c) [2,3]
- K16 how and why do you quantify any deviations from planned progress? (analysis) (c)[1,2]
- K17 how do you receive and review proposals for **corrective action**

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- (application) (d) [3]
- K18 how and why do you investigate the circumstances of any **deviations**?
(analysis) (c) [1,2]
- K19 what do you identify as improvements from feedback received?
(understanding) (f) [3,4]
- K20 how and why do you recommend improvements to **relevant people**?
(synthesis) (f) [3,4]
- K21 how and why do you agree **corrective** action with the relevant people?
(evaluation) (e) [3,4]

Inspect and check work for completion

You need to know and understand:

- K22 how do you obtain and check all the relevant **documents** needed for certification and record any variations? (application) (a) [1,2]
- K23 how and why do you review the **documents** for a certification decision to be made? (analysis) (a) [1,2]
- K24 how do you check work against the contract requirements and record any variations? (application) (b) [2]
- K25 how and why do you inspect work against the contract requirement and record any variations? (analysis) (b) [1,2]
- K26 how and why do you review the liability for the costs of corrective and additional work? (synthesis) (c) [2]
- K27 how do you discuss the liability with the **people** involved in the contract?
(application) (c) [2]
- K28 how do you record decisions about who is liable for the costs of corrective and additional work to meet the contract

Additional Information

Scope/range related to performance criteria

Monitor works against agreed performance standards

1. **Performance:**
 - 1.1. quality of work
 - 1.2. programme
 - 1.3. cost
 - 1.4. health
 - 1.5. safety
 - 1.6. environmental impact

2. **Standards:**
 - 2.1. statutory requirements
 - 2.2. project specifications
 - 2.3. British and International Standards
 - 2.4. Codes of Practice
 - 2.5. organisation standards
 - 2.6. trade advisory guidance and best practice
 - 2.7. benchmarks

3. **Systems:**
 - 3.1. visual inspection
 - 3.2. comparison with performance standards
 - 3.3. testing
 - 3.4. site inspection reports
 - 3.5. contractors reports
 - 3.6. site meetings
 - 3.7. certified payments
 - 3.8. written, graphical and electronic records of actual work against programmed work
 - 3.9. organisational procedures

Monitor progress against agreed programmes

4. **Systems:**
 - 4.1. visual inspection
 - 4.2. comparison and benchmarking with performance standards
 - 4.3. site inspection reports
 - 4.4. contractors' reports
 - 4.5. site meetings
 - 4.6. certified payments
 - 4.7. written, graphical and electronic records of actual work against

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- programmed work
- 4.8. organisational procedures
- 4.9. resource records

- 5. **Programmes:**
 - 5.1. bar charts
 - 5.2. critical path
 - 5.3. action lists
 - 5.4. method statements

- 6. **Corrective action:**
 - 6.1. restore progress in accordance with agreed programme
 - 6.2. agree new completion dates
 - 6.3. securing additional resources
 - 6.4. altering planned work
 - 6.5. contract administrator/supervising officer instructions

- 7. **Relevant people:**
 - 7.1. colleagues
 - 7.2. customer, clients or users
 - 7.3. people outside your organisation

Inspect and check work for completion

- 8. **Project documents - relating to:**
 - 8.1. contract criteria
 - 8.2. costs
 - 8.3. schedules of rates
 - 8.4. purchase order
 - 8.5. quantity
 - 8.6. quality
 - 8.7. progress
 - 8.8. as built data

- 9. **People:**
 - 9.1. colleagues
 - 9.2. customer, clients or users
 - 9.3. people outside your organisation

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Validity Current

Status Original

Originating organisation Asset Skills

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

Suite Surveying, Property Maintenance and Valuation

Key words surveying, property maintenance, Valuation, measured surveys, procurement, property disposals, property acquisitions, work schedules, property management, property condition, tenders, bills of quantity