

ASTPC209

Control the use of premises by customers and contractors



Overview

This unit is about the essential aspects of the role when customers and contractors are involved in using the premises and facilities. It includes monitoring attendance, conduct and site Health & Safety requirements by observing entry, exit and on-site movements. It is also about reporting to others issues which are outside your own area of responsibility or competence.

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Performance criteria

You must be able to:

- P1 find out and confirm what the customer requirements are for the use of premises and facilities
- P2 confirm that the required premises and facilities are available and are suitable for their intended use
- P3 prepare the premises and facilities as required
- P4 organise access, security and health and safety arrangements in accordance with approved procedures
- P5 provide information to customers and contractors on emergency procedures and exit points
- P6 provide and monitor access to premises and facilities for approved contractors
- P7 respond appropriately and within the limits of your own authority, to customer needs during their use of the premises
- P8 check with the appropriate person that approvals have been granted for contractor activity
- P9 monitor contractor activities strictly in accordance with instructions from your line manager
- P10 follow approved procedures for dealing with any problems that arise during the use of premises and facilities
- P11 check that premises and facilities are left safe and secure after use
- P12 complete records accurately and pass them on to the appropriate person
- P13 provide feedback to your line manager on the outcomes of monitoring

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Knowledge and understanding

You need to know and understand:

- K1 the importance of confirming what the customer requirements are for the use of premises and facilities
- K2 the factors that need to be taken into account when checking the availability and suitability of premises and facilities
- K3 customer needs during their use of the premises
- K4 the limits of your own authority in responding to customer needs and requests
- K5 the approved procedures that must be followed when organising access, security and health and safety arrangements
- K6 what the customer's requirements are for servicing the premises during their use
- K7 the approvals required for different types of contractor activities and the importance of checking that they have been granted by the appropriate person(s)
- K8 the types of problems that can arise during the customer's use of premises and facilities, and the procedures that must be used to deal with such problems
- K9 the procedures to be followed in the event of an emergency and/or drill
- K10 the location of emergency exits and emergency equipment and the importance of making customers and contractors aware of these
- K11 the checks that must be carried out to ensure that premises and facilities are left safe and secure after use
- K12 the records that have to be kept, the importance of completing them accurately, and who is authorised to access them
- K13 the right access points and access arrangements for contractors
- K14 what your instructions are for monitoring contractor activities and the possible consequences of failing to follow the instructions
- K15 what the expected standards are in terms of contractor attendance, conduct and adherence to site health and safety legislation
- K16 the importance of giving accurate feedback to your line manager on the outcomes of monitoring

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