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### Overview

#### The Standards that are part of this Unit

SPM3/O12.1 Monitor works against agreed performance standards

SPM3/O12.2 Monitor progress against agreed programmes

SPM3/O12.3 Inspect and check work for completion

This unit is about monitoring the activity being undertaken on a project, checking the status of work and reporting problems.

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## Monitor works within a surveying environment

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### Performance criteria

#### Monitor works against agreed performance standards

*You must be able to:*

- 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

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### 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 **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
- K6 reasonable time? (application) (f) [1]
- K7 how do you inform the appropriate line manager about conflicting **standards** or performance variations? (application) (g) [1,2]
- K8 how do you pass **performance standards** on to people responsible for implementing them before they start work? (application) (a) [1,2]
- K9 how do you check that work conforms to the specified **performance standards** and record the outcomes? (application)(d) [1,2]
- K10 how do you implement **systems** for inspecting and controlling the quality of **performance standards**? (application) (c) [1,2,3]  
K10.1 [1]

#### Monitor progress against agreed programmes

*You need to know and understand:*

- K11 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]
- K12 what do you identify as any deviations from planned progress which may have occurred? (understanding) (c) [2,3]
- K13 how and why do you quantify any deviations from planned progress? (analysis) (c)[1,2]
- K14 how do you receive and review proposals for **corrective action** (application) (d) [3]
- K15 how and why do you investigate the circumstances of any **deviations**? (analysis) (c)[1,2]
- K16 what do you identify as improvements from feedback received? (understanding) (f) [3,4]
- K17 how and why do you recommend improvements to **relevant people**? (synthesis) (f) [3,4]
- K18 how and why do you agree **corrective action** with the **relevant people**? (evaluation) (e) [3,4]

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### Inspect and check work for completion

*You need to know and understand:*

- K19 how do you obtain and check all the relevant **documents** needed for certification and record any variations? (application) (a) [1,2]
- K20 how and why do you review the **documents** for a certification decision to be made? (analysis) (a) [1,2]
- K21 how do you check work against the contract requirements and record any variations? (application)(b)[2]
- K22 how and why do you inspect work against the contract requirement and record any variations? (analysis) (b) [1,2]
- K23 how and why do you review the liability for the costs of corrective and additional work? (synthesis) (c) [2]
- K24 how do you discuss the liability with the **people** involved in the contract? (application) (c) [2]
- K25 how do you record decisions about who is liable for the costs of corrective and additional work to meet the contract requirements? (application) (c) [2]

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### 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 programmed work

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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

**Inspect and check work for completion**

7 **Project documents - relating to:**

7.1 contract criteria

7.2 costs

7.3 schedules of rates

7.4 purchase order

7.5 quantity

7.6 quality

7.7 progress

7.8 as built data

8 **People:**

8.1 colleagues

8.2 customer, clients or users

8.3 people outside your organisation

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## Monitor works within a surveying environment

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**Developed by** Asset Skills

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**Version number** 1

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**Date approved** May 2010

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**Indicative review date** May 2012

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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** SPM3O12

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

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**Suite** Surveying, Property Maintenance 2010

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**Key words** monitor, surveying, environment, project, reporting problems

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