

COGBLO5

Establish and maintain safe and effective working relationships within bulk liquid operations



Overview

This unit is about establishing and maintaining effective working relationships.

This unit deals with the following:

- 1 Exchanging information on work area at handover
- 2 Establishing and maintaining effective working relationships with colleagues and others

During this work you must take account of the relevant operational requirements and safe working practices AS THEY APPLY TO YOU.

Previous version:

Adapted from Bulk Liquid Warehousing NOS - July 2001

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Performance criteria

- You must be able to:*
- P1 ensure that the information exchanged provides a full, clear and accurate description of the current status of the work area
 - P2 clarify and confirm any information that is unclear or conflicting before acceptance
 - P3 identify the implications of changing plant conditions on further work
 - P4 complete all relevant documentation
 - P5 carry out the handover with appropriate people at the designated time and location
 - P6 interact with colleagues and others in an appropriate manner
 - P7 provide relevant others (to include contractors and visitors) with clear and sufficient (oral, written and visual) information to meet identified needs
 - P8 provide clear, accurate and prompt information to colleagues and others
 - P9 communicate all relevant information to the appropriate people
 - P10 work safely in accordance with operational requirements

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Knowledge and understanding

You need to know and understand:

- K1 the implications of relevant statutory (e.g. HASAWA and COSHH) and organisational requirements
- K2 how to interpret operational requirements (e.g. policies, procedures, instructions, codes of practice, standards, schedules)
- K3 the implications of the relevant fiscal and excise requirements
- K4 the implications of poor communication
- K5 the need for good relationships
- K6 the need for proper handover and the impact of inadequate handover
- K7 the means to ensure information given has been effectively received
- K8 your responsibilities in relation to your work area
- K9 how to access and use relevant documentation (e.g. handover logs; permits)
- K10 how the handover log relates to the overall safety and status of plant, equipment and operations
- K11 the relevance of each log item to the operation of the plant
- K12 the reasons for taking particular readings and measurements and their significance
- K13 those likely to be encountered in the workplace (to include colleagues, contractors and visitors)
- K14 how to recognise reasonable requests
- K15 what is considered essential information
- K16 when a working relationship has broken down and the appropriate procedures to follow (e.g. Company grievance/disciplinary procedures)
- K17 how to identify, control and minimise work area hazards as they apply to colleagues and others
- K18 the relevant personnel who are to give information to you
- K19 the information to communicate (e.g. written, verbal, electronic) and to whom

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Additional Information

Scope/range

1. The implications of statutory (e.g. HASAWA and COSHH) and organisational requirements
2. How to interpret operational requirements (e.g. policies, procedures, instructions, codes of practice, standards, schedules)
3. The implications of the relevant fiscal and Excise requirements
4. The implications of poor communication
5. The need for good relationships
6. The need for proper handover and the impact of inadequate handover
7. The means to ensure information given has been effectively received
8. The information to communicate (e.g. written, verbal, electronic) and to whom

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Suite Bulk Liquid Operations

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