

## COGDO29

# Work effectively in a team in downstream operations



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### Overview

This unit addresses the competence required to work with others. This involves:

- 1 those working in isolation, who need to communicate with others
- 2 those working in groups
- 3 accepting and clarifying responsibilities
- 4 providing and receiving support and feedback
- 5 working in ways which maintain your own and others' safety

This unit deals with the following:

- 1 determine and agree individual responsibilities in working with others
- 2 complete work activities in conjunction with others
- 3 provide and receive support and feedback

#### **Previous Version:**

Adapted from Unit 1.13 Chemical, Pharmaceutical and Petro-Chemicals Operations NOS – version May 2005.

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### Performance criteria

- You must be able to:*
- P1 check that you have the required **authority** to complete the required activity
  - P2 check whether you need to inform others who may be affected by this activity
  - P3 check that all **personnel** have received the necessary information
  - P4 check that all **personnel** understand and agree to their responsibilities
  - P5 check that you understand the work activity
  - P6 ensure that you know and understand your **responsibility** in the activity
  - P7 ensure that the activity proceeds as planned
  - P8 keep other relevant **personnel** informed of the progress of the activity
  - P9 take appropriate **action** when disagreement occurs
  - P10 identify when assistance is required
  - P11 give assistance when required if it is within the limit of your **authority**
  - P12 give constructive **support** and **feedback** to appropriate **personnel**
  - P13 receive **support** and **feedback** from **personnel**
  - P14 if required, **communicate** with others by the appropriate method
  - P15 deal promptly with any **problems** that arise, that are your **responsibility**
  - P16 inform the appropriate person of any **problems** you cannot solve and/or are not your **responsibility**
  - P17 follow safe working procedures at all times
  - P18 work within agreed time schedules
  - P19 complete any required **documentation** clearly and accurately

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### Knowledge and understanding

*You need to know and understand:*

- K1 the definition of authority and responsibility within the organisation
- K2 how to check whether you have the required authority
- K3 your personal responsibility in the operation
- K4 how to check whether others need to be informed
- K5 how to check that all parties understand what is required of them (if required)
- K6 the method of work activity planned
- K7 why it is important that all personnel understand what is required of them
- K8 methods of monitoring the activity
- K9 how to keep all relevant personnel informed of the progress of the activity
- K10 what actions could be taken when disagreement occurs
- K11 how to identify when assistance may be required
- K12 how to give assistance within your limit of authority
- K13 why it is important to give constructive feedback and support in the operation
- K14 how to give constructive feedback and support within the organisation
- K15 what methods of communication to use and when to use them
- K16 the importance of keeping to agreed time schedules
- K17 why it is important to deal with problems effectively
- K18 what typical problems may arise and how to deal with them
- K19 who to inform if you cannot solve the problem and/or it is not your responsibility
- K20 your personal responsibilities with regard to health, safety and environment
- K21 what documentation needs to be completed
- K22 the importance of completing documentation/records accurately and clearly

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### Additional Information

#### Glossary

**Responsibility**

That which is given by the appropriate authority

**Authority**

This gives the individual/s, permission to perform the activities

**Personnel/work situation**

This may include one, or a combination of:

- One to one
- Group/team work
- Where disagreement occurs
- One person to a group situation

**Communication**

This may include all forms of communication including:

- Spoken
- Written
- Electronic

**Documentation**

This may include all types of documentation that may be used in the organisation, in relation to the activity

**Corrective Action**

To be aware of potential hazards involved in the process, and take corrective action when necessary, including emergency shutdown

**Problems**

These include those encountered with either plant/equipment/materials and/or personnel

**Feedback/Support**

Assistance given or received within the organisation. All forms of feedback and support should be constructive

**Health, safety and environment**

To be aware of all relevant legislation

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**Suite** Downstream Operations

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