

COGMP3

Establish and maintain effective working relationships in the measurement processes environment



Overview

This unit is about establishing and maintaining effective working relationships.

This unit deals with the following:

- 1 Establishing and maintaining effective working relationships with colleagues
- 2 Establishing and maintaining effective communications with colleagues
- 3 Carrying out work handovers

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

Previous Version:

Unit 3 National Occupational Standards in Measurement Processes – May 2003

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Performance criteria

- You must be able to:*
- P1 treat colleagues in a manner which promotes and maintains goodwill
 - P2 promptly and willingly meet reasonable requests from colleagues
 - P3 provide clear, accurate and prompt information regarding daily work schedules to colleagues
 - P4 support and offer help to colleagues
 - P5 work safely in accordance with operational requirements
 - P6 effectively deliver clear, concise, accurate and unambiguous communications
 - P7 accurately identify difficulties in interpretation of information and seek prompt clarification
 - P8 effectively record all relevant information
 - P9 ensure that information given to you on current operational status is accurate and complete
 - P10 ensure that information given by you on current operational status is accurate and complete
 - P11 effectively communicate all relevant operating instructions
 - P12 leave your work area clean and hazard free

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Knowledge and understanding

You need to know and understand:

- K1 your own responsibilities under Company Personnel Policies
- K2 how to recognise reasonable requests
- K3 what is considered essential information regarding daily work schedules
- K4 when a working relationship has broken down and the appropriate procedures to follow e.g. company grievance procedure
- K5 how to interpret operational requirements e.g. policies, procedures, instructions, codes of practice, standards, schedules
- K6 the implications of poor communication
- K7 how to work with and within the Permit to Work system
- K8 how to identify and control and minimise work area hazards
- K9 the relevant personnel who are to give information to you
- K10 the relevant personnel who are to receive information from you
- K11 how to adequately define the status of work progress on the metering system under your control

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Additional Information

Scope/range related to knowledge and understanding

You will be expected to demonstrate your competence in establishing and maintaining effective working relationships in the maintenance or proving context.

The situations in which you will be expected to demonstrate your competence in establishing and maintaining effective working relationships will include:

- 1 informal meetings
- 2 formal meetings
- 3 normal work situation
- 4 vendor communication
- 5 team briefings

Within the limits of your responsibility you must demonstrate that you know and understand:

- 1 the implications of relevant statutory 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 hand-over and the impact of inadequate hand-over
- 7 the means to ensure information given has been effectively received

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