

COGPEM04

Contribute to effective working relationships in process engineering maintenance



Overview

This unit is about your competence in developing and maintaining effective working relationships with others. This may include colleagues, supervisors and visitors and may be frequent or infrequent. Both oral and written methods will be used. This unit is common to the Mechanical, Electrical and Instrumentation & Control disciplines.

This unit deals with the following:

- 1 Contribute to effective working relationships in process engineering maintenance

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

Previous Version:

Adapted from Unit C2.4 of Process Engineering Maintenance NOS – version February 2004. This unit is a contextualised version of a unit produced by the OSC Eng Engineering Competence Standards which was originally designated ECS 8.02.

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Performance criteria

You must be able to:

- P1 establish and maintain productive working relationships
- P2 deal with disagreements in an amicable and constructive way so that good relationships are maintained
- P3 keep others informed about work plans or activities which affect them
- P4 seek assistance from others in a polite and courteous way without causing undue disruption to normal work activities
- P5 respond in a timely and positive way when others ask for help or information

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Knowledge and understanding

You need to know and understand:

- K1 you must have an appreciation of how to create and maintain working relationships, and why it is important to do so
- K2 you must have an appreciation of what the types of problems are that can affect relationships, and what actions can be taken to deal with specific difficulties
- K3 you must have an appreciation of what your own and others responsibilities are with regards to lines of communication and responsibilities

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Additional Information

Scope/range related to performance criteria

- 1 The Groups of people with which relationships should be maintained including people with whom you come into contact as part of your work role either on a frequent or regular basis, or occasionally only. Typical relationships could be with:
 - 1.1 Those for whom you have responsibility
 - 1.2 Clients
 - 1.3 Other disciplines
 - 1.4 Security/safety personnel
 - 1.5 Those to whom you are responsible
 - 1.6 Colleagues
 - 1.7 Suppliers

- 2 Effective working relations require communication with others. This could include:
 - 2.1 Formal/informal
 - 2.2 Oral
 - 2.3 Written Examples could include:
 - 2.4 Tool box talks
 - 2.5 Safety feedback
 - 2.6 Complaints
 - 2.7 Appraisals/performance reviews
 - 2.8 Inductions
 - 2.9 Production loop
 - 2.10 Liaison between training and workplace contacts

Scope/range related to knowledge and understanding

The Knowledge and Understanding levels expressed indicate the minimum level of knowledge and understanding sufficient to perform your role in a manner that would normally be associated with the minimum acceptable performance of a competent person undertaking your role.

The expression “an appreciation” is intended to indicate a level of knowledge and understanding equating to:

- 1 An awareness of the existence, the scope and the background to the content
- 2 covered by the knowledge and understanding statement
- 3 How and where to find further detail and information that you will need
- 4 Having obtained the information, you will be expected to check your interpretation and then to be able to apply it to your situation
- 5

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Suite Process Engineering Maintenance

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