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### Overview

This Unit is concerned with the integration of your personal and professional competence. It is about getting the best from your relationships with other people. This is about emotional competence; being confident about your own control of yourself, and relationships with the project team, so that you can deal with the concerns of others in a constructive way.

It is about communicating technical information to other people, and ensuring that they understand it. You must be able to talk their language and maintain their trust in you and their support for your work. It is about practising ethically. It is about taking part in meetings. This means getting involved with the business of the meeting and making appropriate contributions.

It is about your Continuing Professional Development (CPD) and reviewing your development needs, deciding how to meet them, carrying out your development plan and evaluating its success. This will lead on to an update of your needs review, and the process becomes on-going. You must be able to produce and explain your CPD plans and records.

### Performance criteria

#### Maintain relationships with other people

*You must be able to:*

- P1 maintain working relationships with people which promote good will, trust and respect
- P2 inform people about work activities in an appropriate level of detail and with an appropriate degree of urgency
- P3 offer advice and help to people about work activities with sensitivity and encourage questions, requests for clarification and comments
- P4 clarify with people objections to proposals and resolve conflicts and differences of opinion in ways which minimise offence, and maintain good will, trust and respect

#### Exchange information and present advice on technical issues

*You must be able to:*

- P5 obtain information which is sufficiently detailed for the purpose
- P6 present technical information and advice which is complete, summarised accurately and relevant to technical issues
- P7 present technical recommendations which are clear, accurate and valid, and which represent the best advice possible given the information and resources available
- P8 give technical instructions and guidance which are likely to be understood by the people who will follow them
- P9 present technical information and advice using a style of communication which is appropriate to the purpose and people receiving information and advice
- P10 adapt and modify technical information where people are having difficulties in understanding it

#### Operate within an ethical framework

*You must be able to:*

- P11 operate in accordance with recognised good practice
- P12 identify the limits of your professional expertise and working within them
- P13 take clear and unequivocal personal responsibility for personal decisions
- P14 confirm the terms of reference and the expectations of the people involved in contracts
- P15 review offers to see if they are illegal or may generate conflicts of interest and reject any that do

### **Organise and participate in meetings**

- You must be able to:*
- P16 clarify the purpose of the meeting with the appropriate persons
  - P17 ensure that the agenda and other relevant documentation is prepared, produced and forwarded to the appropriate persons, within specified deadlines
  - P18 ensure that your contributions to the meeting are clear, concise and relevant
  - P19 ensure that contributions to the meeting help to clarify problems and also identify and assess possible action
  - P20 make accurate notes during meetings to the necessary level of detail
  - P21 produce clear and accurate records of meetings in the standard format including agreed action points and within agreed deadlines
  - P22 ensure that people receive records of meetings and decisions made, promptly

### **Undertake personal development**

- You must be able to:*
- P23 identify your aims and objectives for undertaking personal development
  - P24 identify and contact sources of support and guidance for undertaking personal development
  - P25 agree relevant standards of competence against which personal development can be measured
  - P26 review the current personal level of performance against the identified standards of competence and identify personal development needs
  - P27 prepare a development plan for achieving identified development needs
  - P28 undertake development activities in accordance with the development plan, record them and review their effectiveness
  - P29 review achievement of identified development needs and record evidence of competence gained against the identified standards of competence
  - P30 review, revise and update aims and objectives to suit changing circumstances

### Knowledge and understanding

*You need to know and understand:*

#### Maintain relationships with other people

- K1 how to maintain working relationships with people which promote good will, trust and respect (application)
- K2 how to inform people about work activities in an appropriate level of detail and with an appropriate degree of urgency (application)
- K3 how and why to offer advice and help to people about work activities (synthesis)
- K4 how to clarify with people objections to proposals (application)
- K5 how and why to resolve conflicts and differences of opinion in ways which minimise offence, and maintain goodwill, trust and respect (synthesis)

#### Exchange information and present advice on technical issues

*You need to know and understand:*

- K6 how to obtain information which is sufficiently detailed for the purpose (application)
- K7 how to present technical information and advice (application)
- K8 how to present technical recommendations (application)
- K9 how to give technical instructions and guidance (application)
- K10 how to present technical information and advice using a style of communication which is appropriate to the purpose and people receiving information and advice (application)
- K11 how to adapt and modify technical information where people are having difficulties in understanding it (application)

#### Operate within an ethical framework

*You need to know and understand:*

- K12 how to operate in accordance with recognised good practice (application)
- K13 how to identify the limits of professional expertise and work within them (understanding)
- K14 how and why to take personal responsibility for personal decisions (evaluation)

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- K15 how and why to confirm the terms of reference and the expectations of the people involved in contracts (application)
- K16 how and why to review offers to see if they are illegal or may generate conflicts of interest (analysis)
- K17 how and why to reject any offers that are illegal or may generate conflicts of interest (evaluation)

### **Organise and participate in meetings**

*You need to know and understand:*

- K18 how to clarify the purpose of the meeting with the appropriate persons (application)
- K19 how to ensure that the agenda and other relevant documentation is prepared, produced and forwarded to the appropriate persons, within specified deadlines (application)
- K20 how to ensure that contributions to the meeting are clear, concise and relevant (application)
- K21 how to ensure that contributions to the meeting help to clarify problems and also identify and assess possible action (application)
- K22 how to make accurate notes during meetings to the necessary level of detail (application)
- K23 how to produce clear and accurate records of meetings in the standard format and within agreed deadlines (application)
- K24 how to ensure that people receive records of meetings and decisions made, promptly (application)

### **Undertake personal development**

*You need to know and understand:*

- K25 how to identify aims and objectives for undertaking personal development (understanding)
- K26 how to identify sources of support and guidance for undertaking personal development (understanding)
- K27 how to contact sources of support and guidance for undertaking personal development (application)
- K28 how and why to agree relevant standards of competence against which personal development can be measured (evaluation)

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- K29 how and why to review the current personal level of performance against the identified standards of competence (analysis)
- K30 how to identify personal development needs (analysis)
- K31 how and why to prepare a development plan for achieving identified personal development needs (synthesis)
- K32 how to undertake development activities in accordance with the development plan and record them (application)
- K33 how and why to review the effectiveness of development activities (analysis)
- K34 how and why to review achievement of identified development needs (analysis)
- K35 how to record evidence of competence gained against the identified standards of competence (application)
- K36 how and why to review aims and objectives to suit changing circumstances (analysis)
- K37 how to revise and update aims and objectives to suit changing circumstances (application)

## Additional Information

### Scope/range

#### Maintain relationships with other people

##### 1. People:

- 1.1. those to whom you report
- 1.2. other professional colleagues
- 1.3. those affected by your work

##### 2. Good will, trust and respect:

- 2.1. demonstrating a duty of care
- 2.2. ethical relationships
- 2.3. professional independence
- 2.4. honouring promises and undertakings
- 2.5. open and honest relationships
- 2.6. constructive relationships
- 2.7. meeting equality/diversity legislation

##### 3. Inform, offer advice and clarify:

- 3.1. orally
- 3.2. in writing
- 3.3. using graphics
- 3.4. electronically

##### 4. Work activities:

- 4.1. progress
- 4.2. results
- 4.3. achievements
- 4.4. emerging threats
- 4.5. risks
- 4.6. opportunities

#### Exchange information and present advice on technical issues

##### 5. Purpose:

- 5.1. sharing experience
- 5.2. issuing instructions
- 5.3. making decisions
- 5.4. increasing understanding
- 5.5. implementing a solution
- 5.6. clarification to avoid disputes
- 5.7. negotiation
- 5.8. proposing a solution

**6. Present:**

- 6.1. orally
- 6.2. in writing
- 6.3. graphically
- 6.4. electronically

**7. People receiving information and advice:**

- 7.1. same and other related occupations
- 7.2. clients and customers
- 7.3. technical and non-technical team members
- 7.4. craftspeople and operatives
- 7.5. senior and junior colleagues
- 7.6. members of the public
- 7.7. people with individual needs
- 7.8. central and local government agencies

**Operate within an ethical framework**

**8. Recognised good practice:**

- 8.1. codes of practice within the occupation, discipline or organisation
- 8.2. statute law
- 8.3. duty of care

**9. Conflicts of interest:**

- 9.1. offers which may result in adverse conditions to other individuals or the community
- 9.2. offers which involve the financial interest of the practitioner
- 9.3. giving unfair advantage to the practitioners family or friends
- 9.4. acceptance of bribes or inducements

**Organise and participate in meetings**

**10. Purpose of meeting:**

- 10.1. updating progress
- 10.2. decision making
- 10.3. presentation

**11. Meetings:**

- 11.1. team
- 11.2. internal to your organisation
- 11.3. external to your organisation



**Undertake personal development**

**12. Aims and objectives:**

- 12.1. preparation for career development
- 12.2. short and long term goals
- 12.3. intellectual challenge
- 12.4. need for updating
- 12.5. compliance with employer and professional requirements
- 12.6. promotion or job change
- 12.7. maintenance of existing competence
- 12.8. improvements to existing competence
- 12.9. commitment to professional excellence
- 12.10. developing personal networks
- 12.11. need to provide evidence of professional competence
- 12.12. record of vocational competence
- 12.13. awareness of development needs

**13. Sources of support and guidance:**

- 13.1. national/industry bodies
- 13.2. Professional Institutions
- 13.3. education and training providers
- 13.4. in-house
- 13.5. mentoring
- 13.6. national occupational standards
- 13.7. current publications

**14. Standards of competence:**

- 14.1. employer requirements
- 14.2. job descriptions and personal specification
- 14.3. professional institution requirement
- 14.4. industry national occupational standards

**15. Development plan includes:**

- 15.1. priorities
- 15.2. target dates
- 15.3. development activities

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#### **16. Development activities:**

- 16.1. formal courses
- 16.2. research
- 16.3. work experience
- 16.4. personal study
- 16.5. work shadowing/secondments
- 16.6. workshops

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### Maintain professional relationships and practice in built environment design

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**Developed by** ConstructionSkills

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**Version number** 2

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**Date approved** November 2012

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**Indicative review date** July 2019

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**Validity** Current

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**Status** Original

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**Originating organisation** ConstructionSkills

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**Original URN** COSBEDO02

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**Relevant occupations** Civil engineers; graphic designers; architectural technologists; town planning technicians; draughtspersons; building surveyors

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**Suite** Built Environment Design

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**Key words** relationship; information; advice; technical; issues; ethical; framework; meetings; personal; development