
Overview

This standard, in the context of your occupation and work environment, is about

- 1 productive communication with line management, colleagues and customers
- 2 interpreting information
- 3 planning and carrying out productive work practices
- 4 working with others or as an individual

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Conform to productive work practices

Performance criteria

- You must be able to:*
- P1 communicate with others
 - P2 follow organisational procedures to plan the sequence of work in order to conform to productive work practices and maintain records
 - P3 maintain good work relationships

Knowledge and understanding

You need to know and understand:

Performance Criteria 1

Communicate with others

- K1 how to use methods of **communication** with other workplace personnel and customers
- K2 how to communicate to ensure work is productive

Performance Criteria 2

Follow procedures

You need to know and understand:

- K3 how organisational **procedures** are applied to plan and carry out productive work
- K4 how to maintain **documentation** in accordance with organisational procedures
- K5 how to contribute to zero/low carbon outcomes in the built environment

Performance Criteria 3

Work relationships

You need to know and understand:

- K6 how to maintain good work **relationships**
- K7 how to apply the principles of equality and diversity

Additional Information

Scope/range related to performance criteria

Performance Criteria 1

- 1 communicate with line management, colleagues or customers to ensure work is carried out productively
- 2 respect the needs of others when communicating

Performance Criteria 2

- 3 interpret procedures and use resources to plan the sequence of work, so that it is completed productively
- 4 complete documentation as required by the organisation

Performance Criteria 3

- 5 work productively with line management, colleagues, customers or other people
- 6 apply the principles of equality and diversity

Scope/range related to knowledge and understanding

Communication

- 1 listening, written, oral visual and electronic

Documentation

- 2 job cards, worksheets, material/resources lists and time sheets

Procedures

- 3 use of resources for own and other's work requirements
- 4 allocation of appropriate work to employees
- 5 organisation of work sequence
- 6 reduction of carbon emissions

Relationships

- 7 individuals, workplace groups (customer and operative, operative and line management, own occupation and allied occupations)
- 8 show consideration for the needs of individuals by applying the principles of equality and diversity

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Originating organisation	Construction Skills
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Suite	Wood Occupations (Construction); Accessing Operations and Rigging (Construction); Applied Waterproof Membranes (Construction); Associated Industrial Services Occupations (Construction); Chimney Engineering (Construction); Cladding Occupations (Construction); Construction Diving Operations; Construction Operations and Civil Engineering Services (Construction); Decorative Finishing and Industrial Painting Occupations (Construction); Demolition (Construction); Erection of Precast Concrete (Construction); Fitted Interiors (Construction); Floorcovering Occupations (Construction); Formwork (Construction); Innovative/Modern Methods of Construction; Insulation and Building Treatments (Construction); Interior Systems (Construction); Maintenance Operations (Construction); Mastic Asphalt (Construction); Piling Operations (Construction); Plant Operations (Construction); Plastering (Construction); Post Tensioning Operations (Construction); Refractory Installations (Construction); Removal of Hazardous and Non-hazardous Waste (Construction); Roofing Occupations (Construction); Site Logistics Operations (Construction); Specialist Concrete Occupations (Construction); Specialist Installation Occupations (Construction); Steelfixing (Construction); Stonemasonry (Construction); Sub-structure Work Occupations (Construction); Super-structure Work Occupations (Construction); Temporary Traffic Management (Construction); Thermal Insulation (Construction); Trowel Occupations (Construction); Tunnelling Operations (Construction); Wall and Floor Tiling (Construction); Wood Machining (Construction/Sawmilling Extrusion/Furniture); Wood Preserving – Industrial

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Conform to productive work practices

Pre-treatment (Construction); Fencing; Treework; Building Maintenance Multi-trade Repair and Refurbishment Operations

Key words

Communication; Colleagues; Customer; Procedures; Records; Relationships; Zero/low carbons