

Overview

This standard is about obtaining feedback information from operational activities, investigating and evaluating feedback information and recommending improvements in accordance with current organisational requirements which are equal to or exceed current statutory and legislative requirements.

This standard is for people working in the occupational area of construction site management which is defined as the management of multiple construction trades and disciplines and can be used by supervisors and managers

Evaluate feedback and make recommendations

Performance criteria

- You must be able to:*
- P1 implement systems for the collection of feedback from at least six of the following sources
 - 1.1 general public
 - 1.2 workforce
 - 1.3 suppliers
 - 1.4 customers
 - 1.5 colleagues
 - 1.6 social media
 - 1.7 regulators
 - 1.8 auditors
 - 1.9 client appointees
 - 1.10 designers

 - P2 ensure feedback from five of the following methods or sources is obtained, investigated, recorded and analysed
 - 2.1 project correspondence
 - 2.2 site tests and inspections
 - 2.3 scientific research and data
 - 2.4 performance in use
 - 2.5 meetings
 - 2.6 questionnaires
 - 2.7 audits and reports
 - 2.8 site monitoring
 - 2.9 consultations

 - P3 evaluate the feedback received and justify the recommendations to stakeholders

 - P4 summarise and record recommendations from feedback analysis and promote for adoption and use

 - P5 evaluate feedback systems to ensure recommendations have been implemented and are effective

Knowledge and understanding

You need to know and understand: **Performance Criteria 1**

Implement systems for the collection of feedback

K1 how to implement systems to collect feedback from the following sources

K1.1 general public

K1.2 workforce

K1.3 suppliers

K1.4 customers

K1.5 colleagues

K1.6 social media

K1.7 regulators

K1.8 auditors

K1.9 client appointees

K1.10 designers

K2 how to encourage the collection of feedback from sources

K3 why it is important to encourage the collection of feedback from sources

Performance Criteria 2

Obtain, investigate and assess feedback

K4 how to ensure feedback from the following stakeholders is obtained using the following methods

Stakeholders

K4.1 general public

K4.2 workforce

K4.3 suppliers

K4.4 customers

K4.5 colleagues

K4.6 social media

K4.7 regulators

K4.8 auditors

K4.9 client appointees

K4.10 designers

Evaluate feedback and make recommendations

Methods

- K4.11 project correspondence
- K4.12 site tests and inspections
- K4.13 scientific research and data
- K4.14 performance in use
- K4.15 meetings
- K4.16 questionnaires
- K4.17 audits and reports
- K4.18 site monitoring
- K4.19 consultations

- K5 how to investigate and assess feedback from stakeholders
- K6 why it is important to investigate and assess feedback from stakeholders

Performance Criteria 3

Evaluate feedback and justify recommendations

- K7 how to evaluate feedback received and make recommendations
- K8 how to justify recommendations to stakeholders based on feedback
- K9 why it is important to make and justify recommendations based on feedback to stakeholders

Performance Criteria 4

Summarise and promote recommendations

- K10 how to summarise changes and recommendations based on feedback received
- K11 how to promote the adoption of changes and recommendations based on feedback

Performance Criteria 5

Evaluate feedback systems

- K12 how to evaluate feedback systems to ensure recommendations have been implemented and are effective
- K13 why it is important to evaluate feedback systems

Evaluate feedback and make recommendations

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