
Overview

This standard is about monitoring work against agreed performance standards and monitoring progress against contract requirements. It is about inspecting and checking work for completion, identifying improvements and agreeing corrective action.

Performance criteria

You must be able to:

1. identify the specified performance standards for the work from the available information and pass them to colleagues, customers, users or external stakeholders, before they start work
2. specify the responsibilities which colleagues, customers, users or external stakeholders have for maintaining performance standards
3. implement your organisation's systems for inspecting and controlling the quality of the performance standards
4. monitor and confirm that work conforms to the specified performance standards and record the outcomes
5. identify work which does not meet the requirements of the specified performance standards and implement corrective action within the work programme
6. confirm that corrective action is taken and notify your line manager if this is not completed to the agreed timescales
7. identify improvements from feedback received and your monitoring of the work and recommend amendments to your line manager
8. implement systems to monitor and record the progress of the contract requirements against the agreed programmes
9. collect information to the agreed timescales and summarise it to comply with your organisation's requirements
10. identify, quantify and investigate deviations from planned progress and make recommendations to address these to your line manager
11. agree with the relevant colleagues, customers, users or external stakeholders, the preferred options for undertaking corrective action
12. obtain the relevant documents required for certification, check them against the contract requirements, record any variations and review the documents for a certification decision to be made
13. monitor and review work against the contract requirements, record any variations and agree these with your line manager

Knowledge and understanding

You need to know and understand:

1. the specified performance standards for the work being undertaken
2. how to identify improvements from feedback received and your monitoring of the work
3. how to specify the responsibilities which colleagues, customers, users or external stakeholders have for maintaining performance standards
4. how to monitor that work conforms to the specified performance standards and record the outcomes
5. your organisation's systems for inspecting and controlling the quality of performance standards
6. your organisation's systems for monitoring that work conforms to the specified performance standards
7. how to identify any deviations from planned progress and make recommendations to address these to your line manager
8. how to receive and review proposals for corrective action
9. the importance of recommending and agreeing improvements and corrective action with the relevant colleagues, customers, users or external stakeholders
10. how to obtain the relevant documents required for certification, check them against the contract requirements
11. how to monitor work against the contract requirements and record any variations in the work programme

**Scope/range related
to performance
criteria**

Performance:

- quality of work
- programme
- cost
- health
- safety
- environmental impact

Standards:

- statutory requirements
- project specifications
- British and International Standards
- Codes of Practice
- organisation standards
- trade advisory guidance and best practice
- benchmarks

Systems:

- visual inspection
- comparison and benchmarking with performance standards
- testing
- site inspection reports
- contractors reports
- site meetings
- certified payments
- written, graphical and electronic records of actual work against programmed work
- organisational procedures
- resource records

Programmes:

- bar charts
- critical path
- action lists
- method statements

Corrective action:

- restore progress in accordance with agreed

Documents - relating to:

- contract criteria
- costs
- schedules of rates
- purchase order
- quantity
- quality
- progress
- as built data

People:

- colleagues
- customer, clients or users
- people outside your organisation

INSSUR11

Monitor work against agreed performance standards and contract requirements



Developed by Instructus

Version Number 1

Date Approved March 2019

Indicative Review Date March 2024

Validity Current

Status Original

Originating Organisation Instructus

Original URN ASTSPM3O12

Relevant Occupations Architects; Surveyor; Town Planners

Suite Surveying, Property Maintenance

Keywords surveying; monitor; environment; project; reporting problems
