

Work effectively in a team in downstream operations

Overview

This standard addresses the competence required to work with others.

This involves:

- 1 those working in isolation, who need to communicate with others
- 2 those working in groups
- 3 accepting and clarifying responsibilities
- 4 providing and receiving support and feedback
- 5 working in ways which maintain your own and others' safety

This standard deals with the following:

- 1 determine and agree individual responsibilities in working with others
- 2 complete work activities in conjunction with others
- 3 provide and receive support and feedback

This Standard is suitable for those working in the downstream fuel environment.

Previous Version:

Adapted from Unit 1.13 Chemical, Pharmaceutical and Petro-Chemicals Operations NOS – version May 2005.

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Performance criteria

- You must be able to:*
- P1 check that you have the required authority to complete the required activity
 - P2 check whether you need to inform others who may be affected by this activity
 - P3 check that all personnel have received the necessary information
 - P4 check that all personnel understand and agree to their responsibilities
 - P5 check that you understand the work activity
 - P6 ensure that you know and understand your responsibility in the activity
 - P7 ensure that the activity proceeds as planned
 - P8 keep other relevant personnel informed of the progress of the activity
 - P9 take appropriate action when disagreement occurs
 - P10 identify when assistance is required
 - P11 give assistance when required if it is within the limit of your authority
 - P12 give constructive support and feedback to appropriate personnel
 - P13 receive support and feedback from personnel
 - P14 if required, communicate with others by the appropriate method
 - P15 deal promptly with any problems that arise, that are your responsibility
 - P16 informed the appropriate person of any problems you cannot solve and/or are not your responsibility
 - P17 follow safe working procedures at all times
 - P18 work within agreed time schedules
 - P19 complete any required documentation clearly and accurately

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Knowledge and understanding

- You need to know and understand:*
- K1 the definition of authority and responsibility within the organisation
 - K2 how to check whether you have the required authority
 - K3 your personal responsibility in the operation
 - K4 how to check whether others need to be informed
 - K5 how to check that all parties understand what is required of them
 - K6 the method of work activity planned
 - K7 why it is important that all personnel understand what is required of them
 - K8 methods of monitoring the activity
 - K9 how to keep all relevant personnel informed of the progress of the activity
 - K10 what actions could be taken when disagreement occurs
 - K11 how to identify when assistance may be required
 - K12 how to give assistance within your limit of authority
 - K13 why it is important to give constructive feedback and support in the operation
 - K14 how to give constructive feedback and support within the organisation
 - K15 what methods of communication to use and when to use them
 - K16 the importance of keeping to agreed time schedules
 - K17 why it is important to deal with problems effectively
 - K18 what typical problems may arise and how to deal with them
 - K19 who to inform if you cannot solve the problem and or it is not your responsibility
 - K20 your personal responsibilities with regard to health, safety and environment
 - K21 what documentation needs to be completed
 - K22 the importance of completing documentation, records accurately and clearly

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