
Overview

This standard covers the competences you need to work effectively in science related work activities, in accordance with approved procedures and practices.

You will be required to demonstrate how you can establish and maintain relationships and how you deal with others.

You will demonstrate how to deal with disagreements. The learner will meet organisational standards for behaviour in accordance with the relevant workplace procedures.

The activity is likely to be undertaken by someone in a science related work setting, including individuals working in hospitals, scientific laboratories, schools and universities.

Performance criteria

You must be able to:

P1 ensure that your work is carried out in accordance with workplace procedures

P2 use safe practices and the appropriate personal protection clothing and equipment (PPE) when doing scientific or technical activities

P3 establish and maintain effective working relationships in the workplace

P4 meet workplace standards for timekeeping, appearance and behaviour

P5 deal with disagreements in an amicable and constructive way, so that good relationships are maintained

P6 maintain communication with others, to ensure that they are kept informed about any work plans or activities which may affect them

P7 be aware of the limits of your skills, and seek assistance from others in a polite and courteous way without causing undue disruption to normal work activities

P8 review your personal performance and development, with the appropriate people, at regular interval

P9 communicate the required information about the work done, to authorised people, in accordance with departmental and organisational procedures

Knowledge and understanding

You need to know and understand:

- K1 the health and safety requirements of the area in which you are carrying out the scientific or technical activities
- K2 the implications of not taking account of legislation, regulations, standards and guidelines when conducting scientific or technical activities
- K3 the scientific or technical techniques and processes you must use correctly in the workplace
- K4 the importance of wearing protective clothing, gloves and eye protection for scientific or technical activities
- K5 the importance of correct identification, and any unique workplace coding system
- K6 the interactions which take place between your scientific or technical speciality and others where the same speciality is used
- K7 how your scientific or technical work activities may affect others within the department and the work place
- K8 the lines of communication and responsibilities in your department, and their links with the rest of the organisation
- K9 the limits of your own authority and to whom you should report if you have problems that you cannot resolve
- K10 the lines of accountability within the department
- K11 the reasons why good working relationships are important
- K12 how to create and maintain good working relationships
- K13 the methods of working effectively with others
- K14 the problems that can affect relationships in the workplace
- K15 the procedures for dealing with disagreements within the workplace
- K16 the departmental performance review process, and your role in this process
- K17 the reasons why effective communication is important, and the methods used for communicating effectively

Scope/range

1. sustain positive working relationships by all of the following:
 - 1.1 working in teams
 - 1.2 being cooperative and flexible
 - 1.3 supporting others
 - 1.4 providing clear and accurate information
2. maintain working relationships with two of the following:
 - 2.1 colleagues in your own working group
 - 2.2 colleagues outside your normal working group
 - 2.3 supervisors/managers
 - 2.4 persons external to your organisation
 - 2.5 more senior professionals/scientists
3. review personal development objectives and targets, to include one of the following:
 - 3.1 dual or multi-skilling
 - 3.2 increased responsibility
 - 3.3 training on new equipment/technology
 - 3.4 other specific requirements
 - 3.5 understanding of company working practices, procedures, plans and policies
4. record details of work done, and communicate the details to the appropriate people, using:
 - 4.1 verbal report plus one method from the following:
 - 4.2 written or typed report
 - 4.3 computer-based record
 - 4.4 specific company documentation
 - 4.5 electronic mail

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Maintain effective and efficient working relationships for scientific or technical activities



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