
Overview

This standard is about the way you maintain working relationships, communicate effectively and support diversity and inclusion. This will enable you to work well with colleagues in order to successfully achieve tasks in engineering construction. You will need to work ethically and support diversity and inclusion by treating everyone with fairness and respect. Whilst working consider how your actions and work approach impacts on others.

You will need to be able to work effectively with others and communicate with them in order to achieve the tasks required of you in your role.

In the context of this standard, your responsibility is to maintain relationships, communicate effectively and work inclusively in order to deliver work within given specifications.

Who this standard is for

This standard is for those that work in technical and craft roles throughout engineering construction including maintenance technicians (mechanical, electrical, instrumentation and controls), installers (mechanical, electrical and pipe), platers, welders, steel erectors, riggers, those that move loads, NDT technicians, onsite machinists and those that monitor the condition of plant and systems.

Performance criteria

You must be able to:

Ethics, diversity and inclusion

1. treat everyone fairly and with respect and support the creation of a welcoming and inclusive environment for everyone
2. respond in a positive way when others ask for help or information
3. follow relevant work or professional codes of conduct, as appropriate for your role

Maintaining working relationships

1. develop effective working relationships with a range of people with whom you interface
2. maintain effective relationships by:
 - keeping others informed about work activities which affect them
 - seeking assistance from others in a polite and courteous manner
 - resolving disagreements in a constructive and objective manner
 - considering the impact of your work and work requirements on others

**Reporting lines and related communication **

1. resolve problems within the limits of your authority:
 - as they arise
 - escalate if needed
 - report, in accordance with procedures
2. demonstrate integrity and rigour by completing records accurately and correctly in accordance with procedures

Knowledge and understanding

You need to know and understand:

Ethics, diversity and inclusion

1. the purpose of ethics, diversity and inclusion in a typical workplace
2. what working ethically means in terms of equality, diversity and inclusion
3. why it is important to treat all people fairly and with respect
4. why it is important to work honestly - displaying integrity and rigour
5. codes of conduct, including work-based and professional codes of conduct relevant to your role

Maintaining working relationships

1. why it is important to create and maintain working relationships and the benefits of this
2. the different problems that can affect working relationships and the actions that can be taken to deal with specific difficulties

**Reporting lines and related communication **

1. the responsibilities you have in a typical workplace and the responsibilities of others within a typical work location
2. the importance of reporting lines, procedures, systems and documentation and the consequences of failing to follow them in relation to effective communication
3. the limits of your responsibility and who to refer to for clarification on issues
4. the importance of dealing promptly and effectively with problems and reporting those which have been, and those that cannot be solved

Scope/range

Typical work location for engineering construction

This could include:

- engineering construction sites
- controlled operations
- offshore installations
- maintenance sites
- nuclear sites
- repair sites

Work locations and environments may be open or restricted spaces:

- at height
- confined spaces
- control rooms
- controlled operational and offshore installations
- designated work areas
- explosive atmospheres
- existing plants and structures
- fabrication workshops
- in plant rooms
- inside structures, system and plant
- on access structures (scaffold)
- on open structures
- onshore and offshore installations
- shafts
- shipyards
- tunnels

Glossary

Ethics, diversity and inclusion

Everyone has an ethical obligation to create a welcoming environment within which we work – to ensure all could feel included.

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Validity	Current
Status	Original
Originating Organisation	ECITB
Original URN	ECRS 11.04
Relevant Occupations	Condition Monitoring Practitioner, Electrical Fitter, Electrical Maintenance Technician, Engineer, Installation Engineer, Instrument and Control Engineer, Instrument and Control Maintenance Technician, Instrumentation Installer/Engineer, Maintenance Engineer, Mechanical Fitter, Mechanical Maintenance Technician, NDT Technician, Onsite Machinist, Pipe Fitter, Pipefitter, Plater, Rigger, Slinger and Lifter, Small Bore Tubing Installation Technician, Steel Erector, Welder, Welding Engineer, Welding Operative, Welding Supervisor, Welding Technician, Maintenance Engineers
Suite	Common standards for the Engineering Construction Industry, Condition Monitoring, Constructing Capital Plant Steel Structures - Erecting, Fabricating Steel Structures (Plating), Installation, Testing and Commissioning of Electrical Systems and Equipment (Plant), Installing Plant and Systems - Mechanical, Installing Plant and Systems - Pipefitting, Installing Plant and Systems – Small bore tubing occupations, Maintaining Plant and Systems - Electrical, Maintaining Plant and Systems - Mechanical, Moving Loads, Non Destructive

Testing, Onsite Machining, Small Bore Tubing Installation and Maintenance, Welding Plate and Pipework, Welding Supervision, Maintaining Plant and Systems - Instrumentation and controls

Keywords

Relationships, communication, contribute, responsibilities, engineering, construction; Electrical installation; Electrical maintenance; Onsite machining; NDT; Welding; Welding Supervision; Instrument and Controls plant maintenance; Supporting; Erecting; M
