

| | | |
|--|---|--|
| Title: | Developing and maintaining good occupational working relationships in the workplace | |
| Level: | 3 | |
| Value for TQT | 80 | |
| Learning outcomes <i>The learner will be able to:</i> | Assessment criteria <i>The learner can:</i> | |
| 1 Develop, maintain and encourage working relationships to promote good will and trust. | 1.1 | Give appropriate advice and information to relevant people about the occupational work activities and/or associated occupations involved. |
| | 1.2 | Apply the principles of equality and diversity by considering the needs of individuals when working and communicating with others. |
| | 1.3 | Explain the methods and techniques used and personal attributes required to encourage and maintain working relationships that promote goodwill and trust with relevant people. |
| | 1.4 | Explain the principles of equality and diversity and how to apply them when working and communicating with others. |
| 2 Inform relevant people about work activities in an appropriate level of detail, with the appropriate level of urgency. | 2.1 | Communicate on the following work activity information to relevant people following organisational procedures: <ul style="list-style-type: none"> – appropriate timescales – health and safety requirements – co-ordination of work procedures. |
| | 2.2 | Explain the different methods and techniques used to inform relevant people about work activities. |
| | 2.3 | Explain the effects of not informing relevant people with the expected level of urgency. |
| | 2.4 | Explain the different types of work activity related information and to what level of detail the following people would expect to receive: <ul style="list-style-type: none"> – colleagues – employers – customers – contractors – suppliers of products and services – other people affected by the work/project. |

| | | |
|---|---|--|
| Title: | Developing and maintaining good occupational working relationships in the workplace | |
| Learning outcomes <i>The learner will be able to:</i> | Assessment criteria <i>The learner can:</i> | |
| 3 Offer advice and help to relevant people about work activities and encourage questions/requests for clarification and comments. | 3.1 | Give appropriate advice and information to relevant people about the different methods of carrying out occupational work activities to achieve the required outcome. |
| | 3.2 | Explain the techniques of encouraging questions and/or requests for clarification and comments. |
| | 3.3 | Explain the different ways of offering advice and help to different people about work activities, in relation to: <ul style="list-style-type: none"> – progress – results – achievements – occupational problems – occupational opportunities – health and safety requirements – co-ordinated work. |
| 4 Clarify proposals with relevant people and discuss alternative suggestions. | 4.1 | Engage regular discussions with relevant people about the occupational work activity and/or other occupations involved. |
| | 4.2 | Explain the methods of clarifying alternative proposals with relevant people. |
| | 4.3 | Explain the methods of suggesting alternative proposals. |
| 5 Resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect. | 5.1 | Examine and agree the work activities that satisfy all people involved and will meet the required outcome of the proposed method of work. |
| | 5.2 | Explain the methods and techniques used to resolve differences of opinion in ways which minimise offence and maintain goodwill, trust and respect. |

| | |
|---|--|
| Title: | Developing and maintaining good occupational working relationships in the workplace |
| Additional information about this unit | |
| Assessment Guidance | <p>This unit must be assessed in a work environment, in accordance with the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment.</p> <p>Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.</p> <p>Workplace evidence of skills cannot be simulated.</p> |
| Sector Subject Areas | 05.2 Building and Construction |
| Availability for use | Shared unit |
| Unit guided learning hours | 27 |