

734 Identifying and maintaining communication systems and organisational procedures in the workplace

Level:	6
Value for TQT:	110
Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
1 Identify the organisational and communication needs for the project.	1.1 Identify the organisational needs for the project in relation to the following: <ul style="list-style-type: none"> – roles and responsibilities – site or head office interface – contract or project administration – health, safety, welfare, wellbeing and environmental needs – project team interfaces – integration of data – sharing of project data – team working – stakeholders.
	1.2 Implement procedures which ensure administrative, management and operational control for the project.
	1.3 Explain how to identify the following communication systems and organisational procedures for a project: <ul style="list-style-type: none"> – roles and responsibilities – site and head office interface – contract and project administration – health, safety, welfare, wellbeing and environmental needs – project team interfaces – integration of data – sharing of project data – team working – stakeholders.
2 Establish and maintain systems which are compatible with those used by the client, customer or their representative, the supply chain and other stakeholders.	2.1 Identify and implement communication systems and organisational procedures that will enable clear effective management, administrative and operational controls.
	2.2 Manage, administer and control operational communication systems and procedures which are compatible with those used by the client, customer or their representative, other stakeholders and the supply chain.
	2.3 Explain ways that systems, which are compatible with those used by clients, customers or their representatives, other stakeholders and the supply chains, can be established and introduced.

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Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
	<p>2.4 Explain methods of establishing communication and organisational systems that will enable clear effective management, administrative and operational controls.</p> <p>2.5 Give reasons why it is important that communication and organisational systems and procedures meet statutory and organisational controls relating to data, privacy and confidentiality.</p>
<p>3 Ensure project information is produced, accurate and issued to relevant stakeholders.</p>	<p>3.1 Identify relevant information needed for the project.</p> <p>3.2 Produce project information in relevant formats that will support the project.</p> <p>3.3 Distribute to the relevant stakeholders the following project information:</p> <ul style="list-style-type: none"> – details of roles and responsibilities – details of the organisational structure. <p>3.4 Describe ways to produce accurate and unambiguous information about people’s roles and responsibilities, the project and the organisational structure using individual job descriptions, organisational charts, contractual arrangements and team schedules.</p> <p>3.5 Explain methods that allow for the circulation of information, using inclusive communication methods, about the project, organisational structure and people’s roles and responsibilities using individual job descriptions, organisational charts, contractual arrangements and team schedules.</p> <p>3.6 Give reasons why information on people’s roles and responsibilities including individual job descriptions, organisational charts, contractual arrangements and team schedules is important to relevant stakeholders.</p>

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Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
<p>4 Implement inclusive methods of communication for reporting and retrieving information between the project team, organisations and stakeholders.</p>	<p>4.1 Identify people and organisations that have interest or need relevant project information.</p>
	<p>4.2 Implement inclusive communication methods for reporting, recording and retrieving information.</p>
	<p>4.3 Explain how to implement methods of reporting, recording and retrieving information using inclusive communication methods, between people and organisations that have an interest and are appropriate to the needs of the project.</p>
	<p>4.4 Explain why methods of reporting, recording and retrieving information using inclusive communication methods between interested people and organisations should be established.</p>
<p>5 Monitor communication systems and organisational procedures for effectiveness.</p>	<p>5.1 Implement systems to monitor the effectiveness of communication and organisational procedures.</p>
	<p>5.2 Explain how to monitor the methods of communicating, for reporting, recording and retrieving of information.</p>
	<p>5.3 Explain why it is important to monitor the methods of communication.</p>
<p>6 Identify and investigate breakdowns, conflicts or opportunities for improvement and take action to restore effective communication and organisation.</p>	<p>6.1 Identify, investigate and record any breakdowns, conflicts or opportunities for improvement to the communication systems and organisational procedures.</p>
	<p>6.2 Explain how to identify and investigate conflicts to the communication systems and organisational procedures and how breakdowns in communication can be identified.</p>
	<p>6.3 Explain why conflicts in communication systems and organisational procedures need to be investigated.</p>

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Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
<p>7 Implement and record any action taken to improve or restore effective communication systems and organisational procedures.</p>	<p>7.1 Gather relevant information about the project organisational procedures and communication systems from the monitoring that has taken place.</p>
	<p>7.2 Establish where communication systems and project organisational procedures can be improved.</p>
	<p>7.3 Explain actions that can be taken to restore effective communication systems and organisational procedures.</p>
	<p>7.4 Restore effective communication and organisational procedures by implementing appropriate corrective actions.</p>
	<p>7.5 Explain how possible improvements to methods of communication and organisational procedures can be identified.</p>
	<p>7.6 Explain how to implement actions to improve or restore effective communication and organisational procedures.</p>
	<p>7.7 Explain why it is important to improve established communication systems and organisational procedures.</p>

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Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
<p>8 Prepare for and manage meetings with colleagues and stakeholders.</p>	<p>8.1 Prepare for and manage meetings with colleagues and stakeholders that include the following:</p> <ul style="list-style-type: none"> - prepare an agenda, arrange venue and contact attendees in good time - the objectives to be achieved during the meeting - encourage and acknowledge constructive contributions from the attendees during the meeting - encourage a balanced and informed discussion on the agenda items - run the meeting on time - agree whether objectives have been achieved - agree and record actions and responsibilities following the meeting.
	<p>8.2 Explain how to prepare for meetings with colleagues and stakeholders that include the following:</p> <ul style="list-style-type: none"> - prepare an agenda, arrange venue and contact attendees in good time - the objectives to be achieved during the meeting - encourage and acknowledge constructive contributions from the attendees during the meeting - encourage a balanced and informed discussion on the agenda items - run the meeting on time - agree whether objectives have been achieved - agree and record actions and responsibilities following the meeting and whether set objectives have been met.
	<p>8.3 Explain how to manage face-to-face and remote meetings to ensure objectives are met for the following:</p> <ul style="list-style-type: none"> - formal group - informal group - formal one-to-one - informal one-to-one
	<p>8.4 Explain why you should manage meetings to ensure objectives are met.</p>

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Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
9 Ensure post meeting activities are carried out.	9.1 Ensure post meeting activities are carried out including: <ul style="list-style-type: none"> - minutes of the meeting drafted and circulated - monitoring of the completion of the agreed post meeting actions.
	9.2 Evaluate the effectiveness of meetings.
	9.3 Explain how to ensure the actions arising from a meeting are completed following meetings to ensure the objectives are met.
	9.4 Explain why it is required to evaluate the effectiveness of meetings and how this can be done.

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Additional information about this unit	
Assessment Guidance	<p>This unit must be assessed in a work environment and 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>
Subject Sector Area	5.2 Building and Construction
Availability for use	Shared unit
Unit guided learning hours	30
Assessment Time	10