

Level:	6
Value for TQT:	75
Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
1 Implement systems for the collection of feedback.	1.1 Devise systems that will promote, to others, the value of making and collecting feedback that can allow improvements to work progress.
	1.2 Implement systems for the collection of feedback from at least six of the following sources: <ul style="list-style-type: none"> – general public – workforce – suppliers – customers – colleagues – social media – regulators – auditors – client appointees – designers
	1.3 Explain how to implement systems to collect feedback from the following sources: <ul style="list-style-type: none"> – general public – workforce – suppliers – customers – colleagues – social media – regulators – auditors – client appointees – designers
	1.4 Give reasons why the collection of feedback from sources should be encouraged.
	1.5 Explain methods that encourage the collection of feedback from sources.

Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
2 Ensure feedback is obtained, investigated, recorded and analysed.	2.1 Collect feedback from at least five of the following methods or sources: <ul style="list-style-type: none"> – project correspondence – site tests and inspections – scientific research and data – performance in use – meetings – questionnaires – audits and reports – site monitoring – consultations
	2.2 Investigate, analyse and record the gathered feedback using organisational procedures or other methods.
	2.3 Explain how to ensure feedback is obtained from the following stakeholders using the following methods: <p>Stakeholders</p> <ul style="list-style-type: none"> – general public – workforce – suppliers – customers – colleagues – social media – regulators – auditors – client appointees – designers <p>Methods</p> <ul style="list-style-type: none"> – project correspondence – site tests and inspections – scientific research and data – performance in use – meetings – questionnaires – audits and reports – site monitoring – consultations
	2.4 Explain how to investigate and assess feedback from stakeholders.
	2.5 Give reasons why feedback from stakeholders need to be investigated and assessed.

Learning outcomes <i>The learner will be able to:</i>	Assessment criteria <i>The learner can:</i>
3 Recommend improvements by evaluating feedback received and justify the recommendations to stakeholders.	3.1 Evaluate the feedback received to identify potential improvements that can be made.
	3.2 Recommend potential improvements that can be made by justifying the possible options to stakeholders.
	3.3 Explain how to evaluate feedback received and make recommendations.
	3.4 Explain how to justify recommendations to stakeholders based on feedback.
	3.5 Give reasons why it is important to make and justify recommendations for improvements from feedback to stakeholders.
4 Summarise recommendations from feedback analysis and promote them for adoption and use.	4.1 Summarise and record recommendations from feedback analysis.
	4.2 Promote the adoption and use of recommendations identified from feedback to those involved in maintaining the progress of the work.
	4.3 Explain how to summarise changes and recommendations based on feedback received.
	4.4 Describe how the adoption of changes and recommendations based on feedback can be promoted.
5 Evaluate feedback systems to ensure that recommendations have been implemented.	5.1 Evaluate feedback systems to ensure that recommendations have been implemented and that they are effective.
	5.2 Explain how to evaluate feedback systems to ensure recommendations have been implemented and are effective.
	5.3 Explain why it is important to evaluate feedback systems.

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>
Sector Subject Area	05.2 Building and Construction
Availability for use	Shared unit
Unit guided learning hours	25
Assessment Time	10