



This version of this unit replaces all previously published versions with effect from January 2012. This unit should be used by all learners registering for qualifications that include it in their structure from this date.

Unit title: **Developing and maintaining good occupational working relationships in the workplace**

Unit reference number: M/503/2915

QCF level: 5

Credit value: 8

Guided learning hours: 27

Start date: January 2012

Unit summary

The aim of this unit is to develop the skills, knowledge and understanding required to confirm competence in developing and maintaining good occupational working relationships in the workplace within the relevant sector of industry.

Assessment requirements/evidence requirements

This unit must be assessed in a work environment, in accordance with:

- the Additional Requirements for Qualifications using the title NVQ in QCF
- the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment.

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.

Workplace evidence of skills cannot be simulated.

Assessment recording

This unit is assessed in the workplace. The table on the following pages shows the learning outcomes and the assessment criteria for this unit. The table includes space for learners to enter the types of evidence they are presenting for assessment and the submission date against each assessment criterion. Alternatively, centres can use their own documentation.

Learning outcomes and assessment criteria

Learning Outcome	Assessment Criterion	Evidence type	Portfolio reference	Date
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 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.		

Learning Outcome	Assessment Criterion	Evidence type	Portfolio reference	Date
3 Offer advice and help to relevant people about work activities and encourage questions/requests for clarification and comments.	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. 			
	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. 			

Learning Outcome	Assessment Criterion	Evidence type	Portfolio reference	Date
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.		

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____
(if sampled)