



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:** Conforming to productive working practices in the workplace

**Unit reference number:** J/503/1169

**QCF level:** 2

**Credit value:** 3

**Guided learning hours:** 10

**Start date:** January 2012

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### Unit summary

The aim of this unit is to enable learners to develop the skills, knowledge and understanding required to confirm competence in conforming to productive working practices 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	Communicate with others to establish productive work practices.	1.1	Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively.			
		1.2	Describe the different methods of communicating with line management, colleagues and customers.			
		1.3	Describe how to use different methods of communication to ensure that the work carried out is productive.			
2	Follow organisational procedures to plan the sequence of work.	2.1	Interpret relevant information from organisational procedures in order to plan the sequence of work.			
		2.2	Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively.			
		2.3	Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to: <ul style="list-style-type: none"> <li>– using resources for own and other's work requirements</li> <li>– allocating appropriate work to employees</li> <li>– organising the work sequence</li> <li>– reducing carbon emissions.</li> </ul>			
		2.4	Describe how to contribute to zero/low carbon work outcomes within the built environment.			

Learning Outcome		Assessment Criterion		Evidence type	Portfolio reference	Date
3	Maintain relevant records in accordance with the organisational procedures.	3.1	Complete relevant documentation according to the occupation as required by the organisation.			
		3.2	Describe how to complete and maintain documentation in accordance with organisational procedures, in relation to: <ul style="list-style-type: none"> <li>– job cards</li> <li>– worksheets</li> <li>– material/resource lists</li> <li>– time sheets.</li> </ul>			
		3.3	Explain the reasons for ensuring documentation is completed clearly and within given timescales.			
4	Maintain good working relationships when conforming to productive working practices.	4.1	Carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships.			
		4.2	Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others.			
		4.3	Describe how to maintain good working relationships, in relation to: <ul style="list-style-type: none"> <li>– individuals</li> <li>– customer and operative</li> <li>– operative and line management</li> <li>– own and other occupations.</li> </ul>			

Learning Outcome		Assessment Criterion		Evidence type	Portfolio reference	Date
		4.4	Describe why it is important to work effectively with line management, colleagues and customers.			
		4.5	Describe how working relationships could have an effect on productive working.			
		4.6	Describe how to apply principles of equality and diversity when communicating and working with others.			

Learner name: \_\_\_\_\_

Date: \_\_\_\_\_

Learner signature: \_\_\_\_\_

Date: \_\_\_\_\_

Assessor signature: \_\_\_\_\_

Date: \_\_\_\_\_

Internal verifier signature: \_\_\_\_\_

Date: \_\_\_\_\_

*(if sampled)*