

Introduction

Summary

This unit is about working efficiently and effectively. It covers:

- communicating effectively with others
- maintaining good working relationships with colleagues and clients
- keeping necessary records

The unit is divided into three parts. The first part gives some examples of terms used in the unit. The second part describes what you have to do. This is:

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The third part covers the knowledge and understanding you must have.

Target Group

This unit is for operatives working in the sports surfaces installation and maintenance industry.

Linked Units

This unit links closely to C241 and C224.

This unit is the same as VR 01 developed by CITB/Construction Skills.

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What We Mean By Some of the Words Used in this unit

Communication

in writing – for example short notes – and when speaking to others

Records

for example, job cards, time sheets, lists of materials, tools and equipment

Procedures

how the work is organised and the instructions you must follow to get the job done correctly

Working relationships

working effectively with other operatives and contractors, supervisor and clients

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The National Standard

What you must do

To meet the national standard, you must:

1. communicate with **others** to establish productive working relationships
2. follow organisational **procedures** to maintain good work relationships
3. maintain **records** in accordance with organisational procedures

What you must cover

This element covers the following types of:

- a others**
 - 1 colleagues to ensure work is carried out efficiently
 - 2 clients to ensure work is carried out efficiently
- b procedures**
 - 1 use of resources when working with others
 - 2 allocation of work when working with others
 - 3 method of work when working with others
- c records**
 - 1 the records required by your organisation

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What you must know and understand

To be competent in this unit, you must know and understand the following

- K1 the methods of communicating with other workplace personnel and/or clients – in writing (for example short notes), speaking
- K2 how organisational procedures are applied to maintain good working relationships – use of resources for your own and others' work, allocation of work – for example instructions – and the sequence of work
- K3 how to maintain effective working relationships with individuals and groups that you work with – other operatives doing the same or similar jobs to yourself, supervisors, clients and operatives in other occupations
- K4 how to maintain documentation in accordance with organisational procedures – job cards, worksheets, lists of materials, tools and equipment and time sheets