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| Overview | This standard covers the need to go beyond the immediate requirements of the job, and to view work as more than just utilising technical skills. It is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills. |

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| **Performance criteria**  You must be able to: | 1. treat people in a way that maintains good working relationships 2. bring to the attention of colleagues information that might have an immediate effect on their work 3. carry out requests from other people promptly without holding up the course of the work 4. refer requests that cannot be met to an appropriate person 5. make available to others the resources that are required to achieve work activities 6. treat people’s property with care and respect, and comply with security procedures wherever necessary 7. restrict any adverse impact of your own work on other people 8. provide information to other people as soon as possible after they have requested it 9. ensure information provided to other people is accurate and contains sufficient detail to meet their requirements, including vehicle down time and safe drive time 10. provide information in a way that is appropriate to the person requesting it |

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| Knowledge and understanding  You need to know and understand:  You need to know and understand:  You need to know and understand: | **Working relationships**   1. why it is important to develop good working relationships with colleagues and customers 2. what are the security procedures for dealing with property 3. who should be informed of problems in working relationships 4. what are the grievance and disciplinary procedures that are available 5. report problems in working relationships that cannot be resolved to an appropriate authority as soon as possible   **Information recording**   1. what information systems should be used 2. who needs information, and for what purpose 3. what are the most appropriate sources for different types of information 4. what are the procedures for exchanging different types of information 5. what are the consequences of exchanging inaccurate or incomplete information   **Problems**   1. what are the types of problems that could occur 2. how can different types of problem be resolved |

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| Status | Tailored |
| Originating organisation | Proskills |
| Original URN | PROAG3 |
| Relevant occupations | Tyre exhaust and windscreen fitters |
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