

## EUSRA12

# Maintain effective working relationships during recycling activities



---

### Overview

This unit is designed for the candidate to demonstrate competence in contributing to maintaining effective working relationships with colleagues and those external to the organisation during recycling activities. The candidate must clarify work instructions and responsibilities and communicate effectively with others.

# EUSRA12

## Maintain effective working relationships during recycling activities

---

### Performance criteria

*You must be able to:*

#### **Maintain effective working relationships during recycling activities**

- P1 communicate with colleagues and other persons in a way which promotes effective working relationships
- P2 ensure that the work to be done has been described to you clearly and is understood before the work starts
- P3 identify any potential difficulties in personal performance and tell the other team members promptly
- P4 minimise disruption to the team's work when disagreement occurs
- P5 deal with any conflicts and differences of opinion in ways which minimise offence, and maintain goodwill, trust and respect
- P6 comply with instructions or pass the matter on to the relevant person in accordance with approved procedures and practices

*You must be able to:*

#### **Use and communicate data and information**

- P7 report, to an appropriate person, unsafe plant, equipment and hazardous situations
- P8 give health and safety information to others in accordance with approved procedures and practices

*You must be able to:*

#### **Resolve problems that could affect working relationships**

- P9 take appropriate action, within your area of responsibility, where incidents could affect the safe working environment
- P10 resolve day-to-day problems within your area of responsibility
- P11 refer matters outside your responsibility to an appropriate person

# EUSRA12

## Maintain effective working relationships during recycling activities

---

### Knowledge and understanding

*You need to know and understand:*

#### **General**

- K1 the main responsibilities of the employer and employee under the 'Health and Safety at Work Act 1974'
- K2 the safe procedures for handling hazardous materials
- K3 the range and use of personal protective equipment
- K4 organisational accident and incident recording and reporting procedures

*You need to know and understand:*

#### **Maintain a safe working environment**

- K5 the importance of understanding instructions before starting any work
- K6 the abilities of other team members
- K7 how to identify potential difficulties
- K8 identifying where your work could affect the work of others
- K9 knowing when, and how, to ask for help
- K10 how to deal with differences of opinion
- K11 the different methods of communication
- K12 the limits of your authority
- K13 what information or help may be given to other staff
- K14 information which you are permitted to pass on
- K15 the person to whom complaints and requests should be passed

# EUSRA12

Maintain effective working relationships during recycling activities

---

## Additional Information

### Behaviours

**You work in a manner which you:**

1. show you are vigilant for potential risks and hazards
2. show awareness of the effects of own actions

# EUSRA12

## Maintain effective working relationships during recycling activities

---

**Developed by** Energy and Utility Skills

---

**Version number** 1

---

**Date approved** May 2010

---

**Indicative review date** May 2015

---

**Validity** Current

---

**Status** Original

---

**Originating organisation** Energy and Utility Skills

---

**Original URN** RA1.2

---

**Relevant occupations** Public Services; Public Service and Other Associate Professions

---

**Suite** Recycling Activities

---

**Key words** effective, working, relationships, recycling, operations, team