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**Overview**

This unit is about ensuring that the activities for which the worker is responsible meet the requirements of the agency and of those who use the agency's services. This involves agreeing, planning and monitoring work activities, maintaining suitable work conditions and continuously looking for ways to improve work activities. In order to maintain work activities to meet requirements, the worker needs to agree these requirements with those who use the agency's services, plan appropriate work activities, allocate tasks and monitor work performance. They also need to take decisive action to deal with situations where requirements are not being met.

**There are three elements**

- 1 Maintain work activities to meet requirements
- 2 Maintain healthy, safe and productive working conditions
- 3 Make recommendations for improvements to work activities

**Target Group**

This unit is applicable across the community justice sector. It is designed to be applicable to a wide range of workers who have responsibility and authority for maintaining activities to deliver specific areas of the agency's services, such as community service officers. This unit complements unit A213 which is similar in focus but reflects a higher level of responsibility.

## Maintain activities to meet requirements

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### Performance criteria

*You must be able to:*

#### Maintain work activities to meet requirements

- P1 agree **requirements** with **customers** in sufficient detail to allow work to be planned
- P2 explain **requirements** to **relevant people** in sufficient detail and at an appropriate level and pace
- P3 confirm with **relevant people** their understanding of, and commitment to, meeting **requirements**
- P4 monitor the team's work at appropriate intervals complying with agency's procedures
- P5 make sure that the work under their control normally meets agreed **requirements**
- P6 take prompt and effective corrective action when products, services and processes do not meet agreed **requirements**
- P7 ensure that records relating to the work under their control are complete, accurate and in line with the agency's procedures
- P8 give **relevant people** opportunities to make recommendations for improving work activities

#### Maintain healthy, safe and productive working conditions

*You must be able to:*

- P9 inform **relevant people** of their legal and agency responsibilities for maintaining healthy, safe and productive **working conditions**
- P10 give **relevant people** sufficient support to ensure they are able to work in a healthy, safe and productive way
- P11 give **relevant people** opportunities to make recommendations for improving **working conditions**
- P12 make sure that **working conditions** under their control conform to agency and legal requirements
- P13 make sure that **working conditions** under their control are as conducive to work activity as possible, within agency constraints
- P14 respond to breaches in health and safety requirements in ways which are prompt and consistent with agency and legal requirements
- P15 make clear and prompt recommendations for improving **working conditions to relevant people**
- P16 make records relating to health and safety and **working conditions** which are complete, accurate and comply with agency and legal requirements

#### Make recommendations for improvements to work activities

*You must be able to:*

- P17 provide **relevant people** with opportunities to suggest ways of improving

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### Maintain activities to meet requirements

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activities

- P18 base recommendations for improvement to activities on sufficient, valid and reliable information
- P19 make recommendations for improvement which are consistent with the objectives of the team and the agency
- P20 make recommendations which take into account the impact of introducing changes on other parts of the agency
- P21 make recommendations promptly to the **relevant people**
- P22 present recommendations in a manner and form consistent with the agency's procedures

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## Maintain activities to meet requirements

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### Knowledge and understanding

*You need to know and understand:*

#### Communication

- K1 how to communicate effectively with team members, colleagues, line managers and people outside the agency
- K2 how to present and argue a case for change most effectively

#### Customer relations

*You need to know and understand:*

- K3 the importance of a focus on customer requirements and quality issues, and the worker's role and responsibilities in relation to this
- K4 the differences between internal and external customers
- K5 how to identify customer requirements to a level of detail sufficient for planning work

#### Involvement and motivation

*You need to know and understand:*

- K6 how to encourage and enable team members, colleagues and line managers to help to improve efficiency

#### Monitoring and evaluation

*You need to know and understand:*

- K7 how to monitor work activities and take corrective action to ensure requirements are being met

#### Agency context

*You need to know and understand:*

- K8 the records which need to be completed and how this should be done
- K9 how to respond to contradictions between health and safety requirements and agency demands and constraints
- K10 the procedures to follow in order to recommend improvements in working conditions
- K11 the records which need to be kept and the agency and legislative requirements for doing so
- K12 the procedures to follow in order to recommend improvements in working practices

#### Planning

*You need to know and understand:*

- K13 the principles of planning work activities, setting objectives and priorities to ensure requirements are met efficiently

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## Maintain activities to meet requirements

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### Analytical techniques

*You need to know and understand:*

- K14 how to assess current working practices and identify possible areas for improvement
- K15 how to identify the implications of change for other parts of the agency

### Health and safety

*You need to know and understand:*

- K16 the importance of health and safety at work and the worker's role and responsibility in relation to this
- K17 the agency and legal requirements for maintaining a healthy, safe and productive work environment
- K18 the types of support it may be necessary to provide on health and safety issues and how to provide such support
- K19 how to monitor work conditions to ensure they meet health and safety requirements

### Workplace organisation

*You need to know and understand:*

- K20 the types of work conditions which are most conducive to productive work

### Continuous improvement

*You need to know and understand:*

- K21 the importance of continuous improvement in the management of activities and the worker's responsibilities in relation to this

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## Maintain activities to meet requirements

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### Additional Information

#### Scope/range

1. **Requirements**
  - 1.1. quality
  - 1.2. quantity
  - 1.3. delivery
  - 1.4. health and safety
2. **Customers**
  - 2.1. internal
  - 2.2. external
3. **Relevant people**
  - 3.1. team members
  - 3.2. colleagues working at the same level
  - 3.3. higher-level managers or sponsors
  - 3.4. specialists
  - 3.5. people outside the agency
4. **Working conditions**
  - 4.1. physical environment
  - 4.2. equipment
  - 4.3. materials
  - 4.4. working procedures

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#### Links to other NOS

HD14 Lead the work of teams and individuals to achieve their objectives (E11) (MCIC12)

HE8 Support the efficient use of resources (E10) (MCI B1)

HF25 Manage activities to meet requirements (E14) (MCI A2)

AF3 Promote a health and safety culture within the workplace (ENTO H&S E)

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| <b>Developed by</b> | Skills for Justice |
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| <b>Version number</b> | 2 |
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| <b>Date approved</b> | May 2010 |
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| <b>Validity</b> | Current |
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| <b>Status</b> | Tailored |
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| <b>Originating organisation</b> | MSC |
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| <b>Original URN</b> | MSC A1 |
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| <b>Relevant occupations</b> | Public Services; Public Service and Other Associate Professionals |
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| <b>Suite</b> | Community Justice |
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| <b>Key words</b> | Maintain, activities, requirements |
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