



MCS Company Scheme Criteria for:

Effective Communications Criteria

DRAFT Consultation Document

This document shows the Competence Criteria required to be met by a company undertaking the type of work detailed above.



These competencies have been identified from the current Qualifications Credit Units (QCF) devolved from the National Occupational Standards (NOS) to cover the range of work in the scope identified on the front page.

Anybody holding:

1. An approved certificate of competence within the relevant technology

Is likely to have met with all of the criteria presented within this document.

An Experienced Workers Route (EWR) will cover all the competencies outlined if taken in support of a EWR covering the same detail as titled on this document.

A full list of Qualifications that have been deemed to have met this criteria can be found at <http://www.microgenerationcertification.org/> along with access to EWR providers.

Please note anybody who has achieved the assessment without holding the correct mandatory Pre-requisites are likely to have to demonstrate further compliance against this company criteria.

Criteria Presentation

The criteria shown below in the following tables has been purposely presented in one of five categories:

1. Health and Safety – HS
2. Technical Skills – TS
3. Soft Skills – SS
4. Other – OT
5. Additional Information - AD

Where any box is blank these are intentionally blank.

By presenting the criteria within this format, it allows evidence to be collated for the Experienced Workers Route (EWR) options of evidencing compliance with the criteria.



Health and Safety Skills			
No.	Objective	No.	Criteria
Intentionally Blank			

Technical Skills			
No.	Objective	No.	Criteria
Intentionally Blank			

Soft Skills			
No.	Objective	No.	Criteria
1	Communicate with others to establish productive work practices.	1	Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively.
		2	Describe the different methods of communicating with line management, colleagues and customers.
		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.	1	Interpret relevant information from organisational procedures in order to plan the sequence of work.
		2	Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively.
		3	Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to:
		4	Using resources for own and other's work requirements
		5	Allocating appropriate work to employees
		6	Organising the work sequence
		7	Reducing carbon emissions.
		8	Describe how to contribute to zero/low carbon work outcomes within the built environment.
3	Maintain relevant records in accordance with the organisational procedures.	1	Complete relevant documentation according to the occupation as required by the organisation.
		2	Describe how to complete and maintain documentation in accordance with organisational procedures, in relation to:
		3	Job cards
		4	Worksheets
		5	Material/resource lists



		6	Time sheets.
		7	Explain the reasons for ensuring documentation is completed clearly and within given timescales.
4	Maintain good working relationships when conforming to productive working practices.	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.
		2	Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others.
		3	Describe how to maintain good working relationships, in relation to:
		4	Individuals
		5	Customer and operative
		6	Operative and line management
		7	Own and other occupations.
		8	Describe why it is important to work effectively with line management, colleagues and customers.
		9	Describe how working relationships could have an effect on productive working.
		10	Describe how to apply principles of equality and diversity when communicating and working with others.

Other			
No.	Objective	No.	Criteria
Intentionally Blank			

Additional Guidance			
Intentionally Blank			