

Domain	BUILDING AND CIVIL CONSTRUCTION MANAGEMENT	Unit ID: 1925
Title:	Establish and maintain relationship with construction role players	
Level: 5		Credits: 5

Purpose

This unit standard is intended for those who establish and maintain relationship with construction role players. People credited with this unit standard are able to identify construction role players and describe their position and importance, establish and maintain relationship with construction industry role players, promote contracting services to construction role players, develop and maintain productive working relationships with company members or employees.

This unit standard is intended for those who work in the building and civil construction environment.

Special Notes

1. Entry information:

Prerequisites

- *None*

2. Assessment evidence may be collected from a real workplace or simulated real workplace in which building and civil construction management are carried out.

3. Performance of all elements in this unit standard must comply with all relevant workplace requirements and/or manufacturers' specifications.

4. Regulations and legislation relevant to this unit standard include the following:

- Labour Act 2007(Act no 11, 2007)
- Regulations relating to the health & Safety of employees at work under Schedule 1 (2) of the Labour Act No.11 of 2007 and all subsequent amendments.
- Local Authorities Act. 23, 1992
- SABS 0400
- Building Regulations and Building Standards Act, 1977 (Act No. 103 of 1977) and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na.

Elements and Performance Criteria

Element 1: Identify construction role players and describe their position and importance

Range

Construction role players may include but not limited to Client/ Employers, professionals, Authorities, community forums and leaders, industry associations/professional bodies, unions and bargaining forums, suppliers and manufactures.

Performance Criteria

- 1.1 Role-players in the construction industry are identified.
- 1.2 The position and importance of role-players are explained.
- 1.3 The impact of role-players in construction is explained.

Element 2: Establish and maintain relationship with construction industry role players

Performance Criteria

- 2.1 Relationships are established and maintained with suppliers and manufacturers in order to negotiate lowest possible prices and ensure optimum service.
- 2.2 Excellent service levels are maintained with clients.
- 2.3 Problems and incidents with role-players are timeously and appropriately resolved.
- 2.4 Networking is maintained and new business opportunities, trends and developments in the industry are timeously identified.
- 2.5 Contact is maintained with community forums to ensure an awareness and sensitivity of issues impacting on construction projects.
- 2.6 Relationships are maintained with unions and other employee representation structures.

Element 3: Promote contracting services to construction role players

Performance Criteria

- 3.1 Extension of contracting services is promoted with existing clients.
- 3.2 New business opportunities are timeously identified, reported and followed up.

Element 4: Develop and maintain productive working relationships with company' members or employees

Range

Information can be provided through consultation, supplying information, honoring commitments, treating with respect, giving support and discussing and evaluating work and behavior, identifying and reporting project risks, assisting in policy development and implementation, making realistic proposals for improvements and resolving disagreements.

Performance Criteria

- 4.1 Trust and support of colleagues, team members, managers and subordinates is developed in line with company policies.
- 4.2 Inter-personal conflict is minimized by informing subordinates of required levels of service and behavior, providing opportunities for individuals to discuss problems and taking action promptly.

Registration Data

Subfield:	Civil and Building Services Engineering
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