



SPECIALIST SUPERVISORY TRAINING PROGRAMME IN

**LEVEL 3 NVQ DIPLOMA
OCCUPATIONAL WORK
SUPERVISION (CONSTRUCTION)**

LEVEL 3 INTRODUCTION

Course Requirements

- Up-skilling from Craft Operative to undertake a supervisory role or currently working as a new Supervisor and profiled by an assessor as being suitable to successfully achieve the NVQ within the require time-scale
- Each learner will demonstrate relevant supervisory knowledge and satisfactory performance criteria at the end of the course and progress to work towards achievement of the NVQ.

Aims of the Training Programme

This modular training programme is designed to provide the underpinning knowledge for a specialist sector craft operative to up-skill to a supervisory role and in so doing help develop their work-based evidence for the Level 3 NVQ Diploma in Occupational Work Supervision (Construction).

This programme combines off-the-job instruction and a choice of further either evening sessions; distance learning packages; or e-learning packages to suit the candidate, leading to the end test/assessment for the NVQ.

It concentrates on the skills, knowledge and expertise to enhance the learners' awareness of the approach to supervision and handling people and different situations combined with the essential elements of Health & Safety and Environmental awareness. This will enable the individual and their company to gain the skills required to produce greater business efficiency and profitability through the learner understanding their own leadership style and the impact and influence this may have on others around them by linking this to the theory of leadership and management, but related to their specific work situations.

This structured learning allows supervisors or first line managers to gain the knowledge and skills they need to carry out their supervisory responsibilities and apply these in their workplace to improve efficiency and effectiveness as well as enhancing their own personal and career development.

The modules are based upon and mapped to the QCF Level 3 NVQ Diploma in Occupational Work Supervision (Construction) to help the learner to reach the required standard for successful completion and achievement of the VQ. The training programme/course content will be modified to reflect any future changes in QCF provision or the qualification structure and content.

Module	Module Title	Days	Content
1	Induction	1	<ol style="list-style-type: none"> 1. Overview of course content, mode of delivery and essential administration. 2. Role and responsibilities of a supervisor. 3. Unit content of the Cskills Awards Level 3 NVQ Diploma in Occupational Work Supervision (Construction) and how the training programme underpins this qualification. 4. Introduction to accruing work-based evidence. 5. VQ induction; "On Line" portfolio (Optional) and set-up; assessment process and assessment dates.
2	Allocation and Effective Use of Time and Resources	1	<ol style="list-style-type: none"> 1. Effective time management - Knowing yourself and how to use your time and resources. 2. Barriers and means of overcoming obstacles to ensure good use of your and other people's time and evaluating alternative approaches. 3. Effective scheduling and efficient organisation. 4. Monitoring programmes; schedules and recording. 5. Setting work priorities. 6. Effective communication on programmes, progress and resources to workforce and management. 7. Programme of works management including efficient organisation, tidiness and image and deviations from programme schedule. 8. Stock management and Quantities and Cost Data.
3	Effective Communication and Motivation	1	<ol style="list-style-type: none"> 1. Styles and methods of communication and why it is important to get this right. 2. Verbal/non-verbal communication. 3. Barriers to communication and how to overcome these. 4. Motivation.
4	Behavioural Issues	1	<ol style="list-style-type: none"> 1. Developing good work relationships. 2. Informing relevant people about work activities. 3. Offering advice and help on work activities. 4. Dealing with and resolving conflict and differences of opinion.
5	Site Supervisors Safety Training Scheme (2 days)	2	<ol style="list-style-type: none"> 1. Introduction to Health & safety, welfare and environmental issues and legal responsibilities. 2. Health & Safety at Work Act. 3. Specific site issues that challenge supervisors on a daily basis. 4. Effective tool box talks. 5. Occupational health issues.
6	Environmental Awareness and Sustainability (1 day)	1	<ol style="list-style-type: none"> 1. Impact of the specific specialist sector work activities on the surrounding environment and potential effect on humans. 2. Waste disposal/safe disposal of materials in an environmentally friendly manner.
7	Supervising Work activities	1	<ol style="list-style-type: none"> 1. Effective Supervision & Delegation. 2. Current Legislation and Guidance for Specialist Sector Work Activities. 3. Identifying and Assessing defects and problem solving associated with the sector work activities. 4. Record-keeping. 5. Resource management.
8	Review & Assessment	1	<ol style="list-style-type: none"> 1. Course review 2. Professional discussion between assessor and learner and sign-off. 3. Post-course administration. 4. Course feedback
Total Days		9	

MODULE ONE

Module 1: Introduction		Classroom	1 Day
1	Overview of course content, mode of delivery and essential administration		
2	Role and responsibilities of a supervisor		
3	Unit content of the Cskills Awards Level 3 NVQ Diploma in Occupational Work Supervision (Construction) and how the training programme underpins this qualification		
4	Introduction to accruing work-based evidence		
5	VQ induction; "On Line" portfolio (Optional) and set-up; assessment process and assessment dates.		

At the end of the training programme the Supervisor will be able to:

Module Element Number	Understand	Know	Be able to do
1	The aim and purpose of the training programme.	What will be covered, how and when and support available.	Use the training programme to develop the supervisor's knowledge and skills to better put these into practice in the workplace.
2	The role and responsibilities of a supervisor and what is required to undertake this effectively.	What is required of a supervisor and how this differs from the operative role.	Put this learning into practice back in the workplace.
3	What is covered within the Cskills Awards Level 3 NVQ Diploma in Occupational Work Supervision (Construction).	How the training programme underpins these qualifications.	Explain what is covered in the qualification and how the unit content will apply to them developing their skills and knowledge in the workplace.
4	What is required to achieve the NVQ through the learning accruing their work-based evidence.	How they will go about accruing their work-based evidence and procedures for contact with and support from the approved assessor to do so.	Work towards successful achievement of the NVQ.
5	The process of the VQ induction and set-up. The process of assessment and the need for assessment dates.	How this will proceed and whom to contact with any queries, etc.	Use the adopted process to assist in their working towards successful achievement of the NVQ.

MODULE TWO

Module 2: Allocation & Effective use of Time & Resources		Classroom	1 Day
1	Effective time management - Knowing yourself and how to use your time and resources		
2	Barriers and means of overcoming obstacles to ensure good use of your and other people's time and evaluating alternative approaches		
3	Effective scheduling and efficient organisation		
4	Monitoring programme, schedules and recording		
5	Setting work priorities		
6	Effective communication on programmes, progress and resources to workforce and management		
7	Programme of works management including efficient organisation, tidiness and image and deviations from programme schedule		
8	Stock management and Quantities and Cost Data		

At the end of the training programme the Supervisor will be able to:

Module Element Number	Understand	Know	Be able to do
1	The need to organise work activities to make the most efficient use of your time, the time of others and maximising available resources.	How to identify methods that promote the most efficient use of available resources for work activities.	Identify appropriate methods regarding the most efficient use of resources available for work activities.
2	The need to evaluate alternative methods, resources and systems to select the best solution to meet programmes and schedules.	How to evaluate changing circumstances which require alternative methods, resources and systems to select the best solution to meet programmes and schedules.	Evaluate alternative methods, resources and systems to select the best solution to meet programmes and schedules and justify these decisions.
3	The need to implement a system to monitor and record the works against set programmes and schedules.	About available systems and processes to monitor and record the works against set programmes and schedules.	Identify appropriate systems to monitor and record work progress.
4	The need to understand the agreed programme and methods of working of those who will do the work.	How to communicate agreed programmes to those who will do the work.	Communicate agreed programmes to those who will do the work.

MODULE TWO CONTINUED

At the end of the training programme the Supervisor will be able to:			
5	Understand the need to plan and obtain sufficient resources of the appropriate type, including project data, which will meet the project requirements and timescales.	The criticality of accurate resource and material procurement to match the programme and project needs.	Appreciate the significance of accurate resource and material procurement to match the programme and project needs, indicating priorities.
6	The need to identify, communicate and rectify any variations from planned progress. The need to regularly inform the people responsible about progress, changes to the operational programme and required resources.	How to recognise variations and reporting procedures to rectify these from planned progress. How to communicate progress and resource information to the appropriate people.	Recognise variations from planned progress and appropriate reporting procedures to rectify these. Communicate progress and resource information to the appropriate people. Record variations and report effectively.
	How to plan for specific tasks, control risk & communicate properly.	The purpose of pre-start meetings, planning specific tasks, managing risks, plan resources and communicating these effectively.	Assess each activity for hazards, controlling the risk, planning work activity and communicating at all site-based levels to effectively manage resources.
7	Understand the need to organise and control the site and resources so that conditions are safe, the site is tidy and creates a favourable image of the organisation, its products, its services and the project.	How to organise and control a work site and resources to ensure safety and tidiness and promote a favourable image.	Organise and control a site and its resources to ensure safety and tidiness and promote a favourable image.
8	The quality system and company procedure requirements.	How to manage quality systems and company procedures.	Demonstrate how quality systems & company procedures are implemented.
	The need to check stock records regularly and calculate what replacements will be needed taking into account any problems with supply and opportunities for improving the use of stock and stock turnover. Understand the need to collect and record quantities and cost data regularly and pass on to those concerned in time for them to be able to use it.	How to manage stock and maintain stock levels on site and improve the use of stock and stock turnover. How to collect, assemble and pass on quantities and cost data to the appropriate people within the organisation.	Manage stock and maintain stock levels on site and improve the use of stock and stock turnover. Manage and report on stock quantities and data.

MODULE THREE

Module 3. Effective Communication and Motivation		Classroom/ Other Methods	1 Day
1	Styles and methods of communication and why it is important to get this right		
2	Verbal/non-verbal communication		
3	Barriers to communication and how to overcome these		
4	Motivation		
At the end of the training programme the Supervisor will be able to:			
Module Element Number	Understand	Know	Be able to do
1	What techniques are to be employed & why.	Effective communication methods and team working approaches.	Demonstrate effective communications, the techniques to be used and why.
2	How to communicate at all levels	Means of communication and hierarchy of communication.	Effectively communicate at required varying levels and in different situations. Perform Toolbox Talks, Safety Briefings etc. Attend and participate in site meetings. Plan & deliver site reports and briefings.
3	The importance of communicating the selected work methods to relevant personnel in a clear and understandable manner.	How to communicate appropriately to relevant people on the selected occupational work methods.	Confirm the selected occupational work methods that meets project, statutory and contractual requirements. Describe the different techniques and methods of confirming and communicating work methods to relevant people. Explain the principles of equality and diversity and how to apply them when working and communicating with others.
4	The importance of good communication and listening skills and its effect on motivation. The need to motivate the team to ensure good working relations and by using available staff and resources to get the job completed effectively and within the required timescale. The use of production rates & targets to motivate staff.	How to communicate and listen effectively to motivate teams and individuals. How to effectively motivate a team and meet the outcome requirements of the project.	Explain how effective communication and listening will benefit work progress and motivate work colleagues. Use different methods and approaches to motivate a team but maintain positive working relations. Managing work colleagues to meet production targets.

MODULE FOUR

Module 4: Behavioural issues		Classroom/Other Methods	1 Day
1	Developing good work relationships		
2	Informing relevant people about work activities		
3	Offering advice and help on work activities		
4	Dealing with and resolving conflict and differences of opinion		
5	Proposal Clarification		
6	Agreement		

At the end of the training programme the Supervisor will be able to:

Module Element Number	Understand	Know	Be able to do
1	The need to develop, maintain and encourage good working relationships to promote goodwill and trust.	How to develop, maintain and encourage good working relationships. How to explain the principles of equality and diversity and how to apply them when working and communicating with others.	Give appropriate advice and information to relevant people about the occupational work activities and/or associated occupations involved. Apply the principles of equality and diversity by considering the needs of individuals when working and communicating with others. Explain the methods and techniques used and personal attributes required to encourage and maintain working relationships that promote goodwill and trust with relevant people.
2	The need to inform relevant people about work activities at an appropriate level of detail and urgency.	Know the effects of not informing relevant people with the expected level of detail and urgency.	Communicate on work activity information to relevant people following the organisations procedures in relation to appropriate time-scales, required level of detail for different people involved in the project, work procedures and health and safety requirements. Explain the different methods and techniques used to inform relevant people about work activities.

MODULE FOUR CONTINUED

At the end of the training programme the Supervisor will be able to:			
3	The need to offer advice and help to relevant people about work activities and encourage questions/requests for clarification and comments.	How to offer appropriate advice and guidance in an open manner to encourage questions and clarity achieve the required positive outcome	Explain the process of giving appropriate advice and information to relevant people involved in the project about the different methods of carrying out occupational work activities to achieve the required outcome. Explain the techniques of encouraging questions and/or requests for clarification and comments and ways of offering advice and help to different people about work activities related to: progress; results; achievements; occupational problems; occupational opportunities; health and safety requirements; co-ordinated work.
4	The need to resolve differences of opinion in ways which minimise offence and maintain goodwill, trust and respect.	How to resolve differences of opinion harmoniously and maintain good working relations.	Examine and agree work activities to satisfy all people involved and to meet the required outcome of the proposed method of work. Explain the methods and techniques used to resolve differences of opinion in ways which minimise offence and maintain goodwill, trust and respect.
5	The need to clarify proposals with relevant people and discuss alternative suggestions.	How to have regular discussions with relevant people about the occupational work activity and/or other occupations involved	Explain the methods of clarifying alternative proposals with relevant people.
6	The need to examine and agree the work activities that satisfy all people involved and will meet the required outcome of the proposed method of work.	How to use different approaches to obtain agreement on work activities to satisfy all parties	Explain the methods of suggesting alternative proposals.

MODULE FIVE

Module 5: Site Supervisors Safety Training Scheme		Classroom	2 Days
1	Introduction to Health & safety, welfare and environmental issues and legal responsibilities		
2	Health & Safety at Work Act		
3	Specific site issues that challenge supervisors on a daily basis		
4	Effective tool box talks		
5	Occupational health issues		
At the end of the training programme the Supervisor will be able to:			
Module Element Number	Understand	Know	Be able to do
1	How to spot hazards & control risks. Job safety analysis objectives.	Task analysis & risk assessment process. Methods of work/Permits to work procedures.	Produce a job safety analysis. Risk assessment and formulating appropriate work methods. Incorporate systems of work.
2	Relevance of legislation and site procedures.	The relevant legislation/regulations, where to check, and how they are applied on site.	Demonstrate ability to implement, monitor and review compliance with applicable legislation and procedures.
3	Effective emergency procedures appropriate to the supervisor's role.	The requirements of emergency procedures; the control areas of a given site, and the positioning of emergency assembly points. How to document an emergency plan.	Plan for emergencies and demonstrate effective control. Explain liaison plans with emergency services & local authorities. Identify staff competencies and manage emergency resources.
4	Understand what safe systems of work are and how these are to be implemented.	Know how to assess a task & how to operate safe systems of work.	Identify hazards and Assess Risks. Implement control measures and understand the hierarchy of control. Plan & manage resources accordingly
5	Understand the requirements and the supervisors input to risk assessments/ method statements	Know the parameters of risk assessments/ method statements	Be able to review and communicate the parameters of risk assessments/method statements

MODULE SIX

Module 6: Environmental Awareness and Sustainability		Classroom	1 Day
1	Impact of the specific specialist sector work activities on the surrounding environment and potential effect on humans		
2	Waste disposal/safe disposal of materials in an environmentally friendly manner		
At the end of the training programme the Supervisor will be able to:			
Module Element Number	Understand	Know	Be able to do
1	Allocating and maintaining health, safety and welfare equipment and resources to meet project and statutory requirements. Identifying opportunities for improving the health and safety of the work environment.	Know their own and the individual's responsibilities regarding maintaining a positive health, safety and welfare culture	Make arrangements for health, safety and welfare in the relevant operational work environment. Deliver work briefings to relevant people within the operational work environment to promote and encourage a positive health, safety and welfare culture.
2	Understand the different types, natures and quantities of waste related to their occupational area. Understand the legal responsibilities for waste and the impacts for a construction project. Understand the roles and responsibilities of waste regulators and licensed carriers.	Know how to improve the management of waste. How to reduce, re-use and recycle waste to save money and reduce the environmental impact.	Identify the different types, natures and quantities of waste. Demonstrate how legislation, in particular Duty of Care, helps to promote best practices in the management of waste. Conduct basic waste audits. Produce a Site Waste Management Plan.

MODULE SEVEN

Module 7: Supervising Work Activities		Classroom/ Other Methods	1 Day
1	Effective Supervision & Delegation		
2	Current Legislation and Guidance for Specialist Sector Work Activities		
3	Identifying and Assessing defects and problem solving associated with the sector work activities		
4	Record-keeping		
5	Resource Management		
At the end of the training programme the Supervisor will be able to:			
Module Element Number	Understand	Know	Be able to do
1	The importance and approach to developing effective supervision & delegation.	How to effectively supervise and delegate work activities which minimise disruption and maintain optimum performance.	Effectively supervise / delegate work activities and give accurate, clear instruction to maximise optimum performance. Check that performance meets specification requirements.
2	Current legislation and official guidance appropriate to the specific working environment.	Current legislation and official guidance in relation to the specific working environment.	Identify and apply current legislation and official guidance relative to the specific sector work activities and methods.
3	The need to identify and assess defects and problems and recommend and implement corrective action which conforms to safe working methods and practices.	How to identify/assess defects/problems and implement appropriate actions which conform to safe working methods and practices.	Explain the identification and assessment processes related to defects and problems and courses of action which conform to safe working methods and practices.
4	The need to keep accurate records of work in progress to document checks, defects, problems, corrective actions and processes involved.	Available methods to accurately record work, progress checks, defects, problems, corrective action and processes which can be applied.	Effectively identify and implement the most appropriate available methods to accurately record work, monitoring processes and required actions to maintain safe and productive working.
5	The need to identify, assess and maintain the necessary resources for the various work activities and methods. The need to comply with given work information to carry out work activities efficiently to the required specification and required timescale.	How to assess and supervise the necessary resources for the various activities and methods. How to access and evaluate relevant information to carry out work activities efficiently to the required specification and procedures.	Assess and supervise the necessary resources for the various activities and methods. Use relevant information to carry out work activities efficiently and effectively to the required specification, procedures and required timescale.

MODULE EIGHT

Module 8: Review & Assessment		Classroom / Site	1 Day
1	Course overview		
2	Professional discussion between assessor and learner and sign-off		
3	Post-course administration		
4	Course feedback		
At the end of the training programme the Supervisor will be able to:			
Module Element Number	Understand	Know	Be able to do
1	The need to overview course detail and what was gained by it.	How to put into practice the skills learnt on the programme.	Explain how the course content had benefited you in your daily work life to supervise others.
2	The knowledge and skills gained through the training in discussion with the assessor to measure that learning.	What is required of you the learner in the assessment process; what skills are to be measured.	Explain what is covered in the qualification and how the unit content will apply to you the learner in working towards the NVQ. Discuss experiences since the training took place, and the skills now being applied in given situations.
3	Post-course support and requirements for any administration aspects.	How to return any required information and main contact.	Progress satisfactorily with any on-the-job training and skills development and assessment process.
4	The course feedback process	How and whom to return any required course feedback and follow-up.	Be confident that the course has helped provide the required underpinning knowledge to assist you in your supervisor's role.

Course Contents Mapped to QCF (NVQ)

QCF Unit	Module	1	2	3	4	5	6	7	8
QCF209v2	MANDATORY	x	x			x	x	x	x
QCF210v2				x	x				
QCF211v2			x	x			x		x
QCF212v2			x	x	x	x			
QCF213v2			x	x			x		
QCF214Av2	OPTIONAL					x			
QCF215Av2			x					x	
QCF216Av2							x		x
QCF217Av2			x	x					
QCF218Av2							x		x
QCF219Av2			x	x	x				x

1	Introduction to key modules
2	Allocation and effective use of time and resources
3	Effective communication and motivation
4	Behavioural issues
5	Site supervisors safety training scheme
6	Environmental awareness & sustainability
7	Supervising work activities
8	Review and assessment

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