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## Overview

This standard is about the skills, knowledge and understanding of working practices that are conducive to effective working relationships. It is concerned with carrying out assigned duties according to procedures, working with others, communicating and reporting as required.

This standard applicable to anyone working in an extractive, mineral processing or related manufacturing industries environment.

**Performance  
criteria**

- You must be able to:*
- P1 carry out the work activities allocated within agreed timescales
  - P2 carry out responsibilities according to **approved policies, procedures and practices**
  - P3 communicate with management and work colleagues to ensure that the work is carried out efficiently
  - P4 work in conjunction with others to achieve work objectives
  - P5 report in accordance with organisational procedures

## Knowledge and understanding

*You need to know and understand:*

- K1 the lines of authority related to your work activity
- K2 the methods of communication in your work area
- K3 the **approved policies, procedures and practices** for
  - K3.1 allocation and sequencing of work
  - K3.2 methods of work
  - K3.3 use of resources
  - K3.4 maintaining effective working relationships
  - K3.5 standards of behaviour
  - K3.6 reporting
- K4 documentation and data sources related to the work activity
- K5 the limits of your own responsibilities and authority

## Additional Information

### Scope/range

- 1 **approved policies, procedures and practices:** legislative, organisational, operational, emergency, waste disposal, health and safety, and environmental as appropriate to the materials, plant or machinery and work activity

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<b>Originating organisation</b>	MPQC
<b>Original URN</b>	MPQPO02
<b>Relevant occupations</b>	Process Operatives; Process, Plant and Machine Operatives; Quarry workers and related operatives
<b>Suite</b>	Processing Operations for the Extractive and Minerals Processing Industries
<b>Key words</b>	Crushing; Screening; Washing; Drying; Concrete; Mortar; Asphalt; Coated Materials; Density; Fluid Separation; Chemical Separation; Forming; Heat Treatment; Sawing; Splitting; Shaping; Packaging; Water Monitoring; processing; mineral; rock; extraction; quarrying; mining; dredging; mobile; mobile plant; procedures; relationships; effective; efficient; working; communication; behaviour