210: Understand how to communicate with others within building services engineering  
**Handout 7: Policies and procedures**

**Learning outcome**

The learner will:

1. know how to apply information sources in the building services industry.

**Assessment criteria**

The learner can:

2.4 state the importance of company policies and procedures that affect working relationships:

* company working policies/procedures:
  + behaviour
  + timekeeping
  + dress code
  + contract of employment
* limits to personal authority:
  + apprentices
  + level 2 qualified staff
  + level 3 qualified staff
* supervisor and management responsibilities.

**Policies and procedures**

These highlight what is important to the company and the company’s image. Well-written policies allow employees to understand their role and responsibility within the organisation.

|  |  |
| --- | --- |
| **Behaviour**  This refers to how employees behave towards the customer, and include the attitude and professionalism of the employee. |  |
| **Timekeeping**  This not only refers to employees turning up for work on time but also turning up at the customers’ premises on time; customers do not tolerate lateness. If unavoidable, the customer should be informed early on. |  |
| **Dress code**  A company uniform may be required in order to present a positive and professional image. |  |

|  |  |
| --- | --- |
| **Contract of employment**  This is a contract between employer and employee. It forms the basis of the employment relationship and is made when the offer of employment is accepted.  It includes rate of pay, working hours, leave entitlement and job description. |  |

**Limits to personal authority**

Building services engineers follow set patterns with regard to the role and responsibility they have in the industry. At each level there is a certain level of expectation placed on the person by management; the higher the qualification, the higher the responsibility given.

* **Apprentice**: Little responsibility, as they are learning. As they progress, they may be asked to carry out simple installation or maintenance operations. They will work under continual supervision.
* **NVQ level 2 qualified staff**: Will be able to carry out simple installations. They should work under their own initiative with supervision.
* **NVQ level 3 qualified staff**: More responsibility with very little supervision. They will be able to carry out more complicated work.

**Supervisor and management responsibilities**

* S/he will have many years of experience and will be able to design and install many systems with a working knowledge of the Regulations.
* S/he will have good managerial and organisational skills.
* S/he may have qualifications up to L5.
* S/he has responsibility for operatives under his/her supervision.