

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

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**Question 16** (9 marks)

- (a) Why is clear and concise communication important when working on a construction site? **1**

So that all workers understand their roles and duties without any confusion or misinterpretation.

- (b) Identify ONE form of written communication and explain its use when working on a construction site. **3**

One form of written communication is a time sheet. It identifies the days, number of hours and any additional hours worked. It is used so that the employers know how many hours the employee has worked so that they can be paid accordingly. It also acts as a piece of official documentation.

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Question 16 (continued)

verbal, hand signals, written

- (c) Explain, using examples, how workers on-site may communicate effectively with each other.

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Workers on a site may communicate with each other through ~~verbal~~ verbal communication, this may be simply by talking face to face, or talking through a walkie talkie. An example of when ~~verbal~~ verbal communication may be used is when a worker is telling another worker how a task needs to be completed, effective verbal communication requires active listening skills and confirmation, such as a positive reply to ensure both parties are understood. Another form of communication is hand signals, these may be used when its too noisy to use verbal communication. Such as directing a truck to ensure this is effective both workers need to understand each others hand signals, a ~~quick~~ quick verbal check before hand could ensure this. Written communication is another form of communication this may be used when a worker needs a number of items at site as specific lengths of timber. The written communication is effective as the worker doesn't need to remember anything as its written down. The worker will need to understand the writing for communication to be effective.

End of Question 16