

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

Clear and concise communication minimises misunderstanding between workers that could cause mistakes or accidents. It is vital for safety and efficient work.

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

~~A Material Safety Data Sheet (MSDS) is a form of written communication found on a construction site.~~

A Safe Work Method Statement is a form of written communication found on a construction site. It identifies the task to be carried out, the procedures to be used and also identifies any hazards related to that task and how to work safely with them. This communicates effectively to the

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worker how to carry out the task and how to do it safely.

Question 16 (continued)

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

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Workers can use a variety of communication on-site to communicate to each other.

Verbal communication is the most common and it involves speaking and listening between workers. It can also involve phones or two-way radios.

An example is a foreman giving verbal work orders.

Non-verbal communication is mainly made up of hand signals or body language. These can be helpful to overcome language barriers or to communicate where verbal is impractical, for example the use of hand signals to guide a reversing truck where surrounding noise makes verbal commands inefficient.

The use of drawings and diagrams are often used to communicate between construction workers, an example is a building floor plan that communicates layout and measurements to whoever is reading it.

Written communication is also used, it could be in the form of safe work method statements, MSDS sheets, material lists or notices.

All of these communication methods ~~are~~ are effective in creating understanding of what needs to be done.

**End of Question 16**