

Unit Title:	Work productively with colleagues and stakeholders
OCR unit number:	34
Sector unit number:	D2b
Credit value:	6
Level:	5
Guided learning hours:	30
Unit reference number:	M/600/9662

Unit aim and purpose

By completing this unit the learner will understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders whilst managing potential conflicts of interest. They will be able to provide colleagues and stakeholders with information, consult in relation to decisions or activities and, review and improve the effectiveness of working relationships.

Learning Outcomes	Assessment Criteria
<p>The Learner will:</p> <p>1 Be able to provide colleagues and stakeholders with information</p>	<p>The Learner can:</p> <p>1.1 Identify information to be communicated to selected colleagues and stakeholders.</p> <p>1.2 Adapt and present appropriate information in ways that promote understanding to colleagues or stakeholders.</p>
<p>2 Be able to consult with colleagues and stakeholders in relation to decisions or activities</p>	<p>2.1 Communicate with colleagues and stakeholders regarding any decisions or activities.</p>
<p>3 Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders</p>	<p>3.1 Examine the benefits of ensuring agreements made with colleagues and stakeholders are fulfilled.</p> <p>3.2 Examine the negative impact on individuals and organisations of not fulfilling agreements made with colleagues and stakeholders.</p>
<p>4 Understand how to manage potential conflicts of interest</p>	<p>4.1 Explain how to identify and manage potential conflicts of interest.</p>
<p>5 Understand how to be able to monitor working relationships</p>	<p>5.1 Explain the importance of monitoring changes in the working environment in relation to colleagues and stakeholders.</p> <p>5.2 Explain how to monitor change in the working environment.</p>
<p>6 Be able to review and improve the effectiveness of working relationships</p>	<p>6.1 Analyse feedback on working relationships from colleagues and stakeholders.</p> <p>6.2 Evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness.</p> <p>6.3 Identify and implement improvements to working relationships</p>

Assessment

This unit is internally assessed by the centre and externally moderated by OCR.

Evidence requirements

Candidates must produce evidence that meets all of the Assessment Criteria.

It is not necessary for candidates to meet all the criteria every time they carry out an activity, but **it is necessary that all candidates produce evidence to demonstrate they have met all assessment criteria.**

There must be sufficient evidence for centre assessors to be able to confirm that the candidate is competent in their working environment.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk.