

**Unit Title:** **Improve own performance in a business environment**

OCR unit number 102  
 Sector unit number T/601/2448  
 Level: 1  
 Credit value: 1  
 Guided learning hours: 7

## Unit purpose and aim

This unit is about ways of improving work performance to be able to work more effectively with other people in a business environment, and also develop career opportunities.

Learning Outcomes	Assessment Criteria	Exemplification
<b>The Learner will:</b> 1. Understand how to improve own performance	<b>The Learner can:</b> 1.1 Outline the purpose of continuously improving work 1.2 Explain the purpose of accepting feedback from others 1.3 Explain how learning and development can improve own work, benefit an organisation, and further own career 1.4 Outline possible career progression routes 1.5 Outline possible development opportunities	Learning outcomes 1 and 2 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.
2. Understand a learning plan	2.1 Describe the purpose of creating a learning plan 2.2 State the benefits of a learning plan 2.3 Describe how to maintain a learning plan	
3. Be able to improve own performance using feedback	3.1 Accept feedback from other people 3.2 Use feedback to agree ways to improve own work 3.3 Complete work using feedback given	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to improve their own performance in a business environment

4. Be able to use a learning plan	4.1 Set a learning plan to improve own work 4.2 Follow a learning plan for own work 4.3 Review progress with own learning plan 4.4 Agree further learning, if required	
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## Assessment

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This unit will be assessed and internally verified within the centre and externally verified by an OCR External Verifier. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

## Evidence requirements

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A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Appraisal or work review
- Feedback received from colleagues
- Learning plans

## Guidance on assessment and evidence requirements

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Refer to sections on Assessment and Evidence requirements above

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## National Occupational Standards (NOS) mapping/signposting

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This unit is based on the NOS BAA624 Manage and improve own performance in a business environment.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk)

## Functional skills signposting

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Candidates may have an opportunity to develop their functional skills as below:.

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

## Resources

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Access to a working environment with associated equipment and resources

## Additional information

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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](http://www.ocr.org.uk) .