

Unit Title:	Principles of personal responsibilities and how to develop and evaluate own performance at work
OCR unit number	301
Sector unit number	TC3-1
Level:	3
Credit value:	4
Guided learning hours:	32

Unit purpose and aim

This unit is about understanding ones own responsibilities for action in a business environment, including legislative and contractual responsibilities and ways of managing and evaluating own work effectively.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Understand the employment rights and responsibilities of the employee and employer and their purpose</p>	<p>The Learner can:</p> <p>1.1 Identify the main points of contracts of employment and their purpose</p>	<p>1.1 The main points of a contract of employment will include:</p> <ul style="list-style-type: none"> • Job description • Start date • Rate and date of pay • Hours of work holiday entitlement • Location • Sick pay arrangements • Notice periods • Information on discipline and grievance, pensions and pension schemes or if not included where to find out about them <p>A contract of employment is an agreement between an employer and employee which sets out employment rights, responsibilities and duties.</p>

	<p>1.4 Explain the purpose and functions of representative bodies that support employees</p> <p>1.5 Explain employer and employee responsibilities for equality and diversity in a business environment</p> <p>1.6 Explain the benefits of making sure equality and diversity procedures are followed in a business environment</p>	<p>1.4 Representative bodies can offer:</p> <ul style="list-style-type: none"> • impartial support • advice • conflict resolution <p>1.5 Employer responsibilities may include</p> <ul style="list-style-type: none"> • Ensuring the correct policies and procedures are in place to address the relevant areas of legislation appropriate to the workplace including: <ul style="list-style-type: none"> ○ Disability Discrimination ○ Employment Equality ○ Equality ○ Sex Discrimination ○ Equal Pay • Ensuring that employees have access to the relevant information • Investigating, using the correct procedures, any matters that arise in connection with equality and diversity <p>Employee responsibilities may include:</p> <ul style="list-style-type: none"> • Following company policies relating to equality and diversity • Treating colleagues with respect • Reporting any issues to the relevant people <p>1.6 For example this may include:</p> <ul style="list-style-type: none"> • creating an environment where employees feel valued and supported • employers can draw upon the skills and experience of a wide range of people.
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	<p>3.3 Explain the purpose of keeping other people informed about progress</p> <p>3.4 Describe methods of dealing with pressure in a business environment</p>	<p>using to-do lists, work planners, project planning tools etc.</p> <p>3.3 For example to ensure colleagues can meet their own deadlines if the work is related</p> <p>3.4 Methods of dealing with pressure in a business environment may include:</p> <ul style="list-style-type: none"> • Communicating with colleagues • Setting realistic deadlines • Organising and prioritising • Delegating appropriately
<p>4 Understand how to evaluate and improve own performance in a business environment</p>	<p>4.1 Explain the purpose of continuously evaluating and improving own performance in a business environment</p> <p>4.2 Describe ways of evaluating and improving own performance in a business environment</p>	<p>4.1 For example to ensure that personal performance is always set at a high standard, promoting continual personal and professional development.</p> <p>4.2 For example this may include:</p> <ul style="list-style-type: none"> • evaluating by: <ul style="list-style-type: none"> ○ Setting targets and assessing achievements against the targets ○ Appraisals ○ Seeking opinions of colleagues • Improving by: <ul style="list-style-type: none"> ○ Taking up training opportunities ○ Learning from colleagues ○ Trying a different way of working ○ Understanding strengths and weaknesses ○ Work shadowing

	<p>4.3 Explain the purpose of encouraging and accepting feedback from others</p> <p>4.4 Explain different types of career pathways and roles available</p>	<p>4.3 For example, the purpose of encouraging and accepting feedback from others include can provide opportunities for improvement</p> <p>4.4 For example this may include</p> <ul style="list-style-type: none"> • Administration • Office Management • Supervisory roles • Secretarial • Personal Assistant • Receptionist • Finance • Legal Secretary • Medical Secretary
5	<p>Understand the types of problems that may occur with own work and how to deal with them</p> <p>5.1 Describe the types of problems that may occur with own work</p> <p>5.2 Explain ways of dealing with problems that may occur with own work</p> <p>5.3 Explain how and when to refer problems to relevant colleagues</p>	<p>5.1 For example this may include:</p> <ul style="list-style-type: none"> • poor communication • breach of confidentiality • equipment failure • failure to follow correct procedures • insufficient resources including time, staff and equipment <p>5.2 Ways of dealing with problems that may occur with own work may include:</p> <ul style="list-style-type: none"> • Discussions with your manager • Delegating to colleagues <p>5.3 For example this may include:</p> <ul style="list-style-type: none"> • Request a meeting • Refer issues when they first arise
6	<p>Understand the decision making process</p> <p>6.1 Explain key stages in the decision making process</p>	<p>6.1 key stages in the decision making process may include:</p> <ul style="list-style-type: none"> • Gathering relevant information • Analysing information • Assessing the risks • Seeking support

	6.2 Explain the purpose of not exceeding own limits of authority in making decisions	6.2 For example to ensure that decisions made are correct and receive full support from senior colleagues.
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Assessment

Assessment will consist of an on-line multiple-choice test. All tests are available on demand.

The test for this unit will be 45 minutes in length and consist of 30 questions. Results will be graded pass or fail.

The grade achieved will be stated on the certificate.

Guidance on assessment and evidence requirements

This unit is assessed via an on demand on-screen multiple-choice test, set and marked by OCR.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the Learning Outcomes and associated Assessment Criteria. Candidates will be required to have knowledge and understanding of all Assessment Criteria within the unit, as all Assessment Criteria will be covered within any one test.

A number of multiple-choice question types may be used. These could include: closed questions; statements for completion; multiple response questions; true/false questions or ordering questions (including a maximum of 4 steps).

(Please refer to the *Principles of Business and Administration Centre Handbook* for further guidance regarding each type of question).

Centres should refer to the '*OCR Administrative Guide to Vocational Qualifications (A850)*' for Notes on Preventing Computer-Assisted Malpractice.

National Occupational Standards (NOS) mapping/signposting

NOS can viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Business and Administration NOS	302	Work within your business environment
Business and Administration NOS	301	Carry out your responsibilities at work

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

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

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

Resources

Equipment: In order to deliver the on-line test for this unit, centres will require the minimum hardware stipulated in the OCR document *Minimum Hardware Requirements*. This document is available for downloading from the E-assessment area of the *Business and Administration* website (www.ocr.org.uk).

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

Additional information

The *OCR Business and Administration Centre Handbook* contains important information for anyone delivering, working towards or involved with the OCR Retail Knowledge qualifications, of which this unit forms a part. This can be downloaded from OCR's website www.ocr.org.uk.

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.