

Unit Title:	Work with other people in a business environment
OCR unit number	305
Sector unit number	R/601/2523
Level:	3
Credit value:	4
Guided learning hours:	12

Unit purpose and aim

This unit is about working with other people, in a way that achieves agreed goals and objectives for the organisation and the team.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand how to support an organisation's overall mission and purpose	The Learner can: 1.1 Explain how the organisation works 1.2 Explain the organisation's mission and purpose 1.3 Compare how the organisation works with other different types of organisations 1.4 Explain your main responsibilities, how these fit into the organisation's structure, and how these contribute to achieving your organisation's mission 1.5 Define policies, procedures, systems and values of your organisation relevant to your role 1.6 Describe when it is appropriate to seek guidance from others when unsure about objectives, policies, systems procedures and values	Learning outcomes 1, 2, 3, 4, 5 and 6 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.

<p>2. Understand how to work as a team to achieve goals and objectives</p>	<p>2.1 Explain the purpose and benefits of working with other people to achieve agreed goals and objectives</p> <p>2.2 Describe situations in which working with others can achieve positive results</p> <p>2.3 Explain the purpose and benefits of sharing work goals and plans when working with others</p> <p>2.4 Describe situations in which team members might need support</p> <p>2.5 Explain different ways of providing support to teams</p> <p>2.6 Explain the purpose and benefits of agreeing quality measures within a team</p>	
<p>3. Understand how to communicate as a team</p>	<p>3.1 Explain when it is essential to communicate with the people working within a team</p> <p>3.2 Compare and contrast different methods of communication and when to use them</p> <p>3.3 Explain the benefits of effective communication within a team</p>	
<p>4. Understand the contribution of individuals within a team</p>	<p>4.1 Explain the purpose and benefits of acknowledging the strengths of others</p> <p>4.2 Explain the purpose and benefits of respecting individuals working within a team</p>	
<p>5. Understand how to deal with problems and disagreements</p>	<p>5.1 Explain the types of problems and disagreements that may occur when working with others</p> <p>5.2 Evaluate ways of resolving problems and disagreements when working with others</p>	

<p>6. Understand the purpose of feedback when working as a team</p>	<p>6.1 Explain the purpose and benefits of giving and receiving constructive feedback</p> <p>6.2 Explain ways of using feedback to improve individual work, the work of others and a team as a whole</p>	
<p>7. Be able to work in a team to achieve goals and objectives</p>	<p>7.1 Work in a way that supports your organisation's overall mission</p> <p>7.2 Follow policies, systems and procedures relevant to your job</p> <p>7.3 Contribute to improving objectives, policies, systems, procedures and values in a way that is consistent with your role</p> <p>7.4 Put your organisation's values into practice in all aspects of your work</p> <p>7.5 Seek guidance from others when not sure about objectives, policies, systems, procedures and values</p> <p>7.6 Communicate effectively with other people in a team</p> <p>7.7 Share work goals, priorities and responsibilities with a team</p> <p>7.8 Agree work objectives and quality measures with a team, to achieve a positive outcome</p> <p>7.9 Make sure work goals and objectives are achieved in a way makes best use of all abilities in a team</p> <p>7.10 Provide support to members of a team, as required</p> <p>7.11 Show respect for individuals in a team</p> <p>7.12 Make sure the team produces quality work on time</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to work with other people in a business environment</p>

8. Be able to deal with problems in a team	8.1 Identify problem(s) or disagreement(s) in a team 8.2 Resolve problem(s) or disagreement(s), referring if required	
9. Be able to share feedback on objectives in a team	9.1 Share constructive feedback on achievement of objectives with a team 9.2 Receive constructive feedback on own work 9.3 Share feedback on achievement of objectives to identify improvements in own work, and that of the team	

Assessment

This unit is centre assessed and externally verified. 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

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

- Annotated organisational policies and procedures
- Work plans involving others
- Suggestions for improvements to objectives, policies, systems, procedures or values
- Internal communications with colleagues
- Appraisal or work review
- Work requests/instructions
- Minutes of meetings and/or documents relating to an identified problem

- Report on how the problem was solved
- Suggested improvements based on constructive feedback received

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAG1211 Work with other people 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.

Functional skills signposting

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

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

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	✓

Resources

Access to a working environment with associated equipment and resources

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 .