OCR
Oxford Cambridge and RSA

Unit Title:	**Supervise a team in a business environment**
OCR unit number	308
Sector unit number	H/601/2526
Level:	3
Credit value:	6
Guided learning hours:	52

Unit purpose and aim

This unit is about supervising the work of a team in a business environment to make sure that work is planned, carried out, supervised and monitored and evaluated for possible improvements in ways of working individually and as a team.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will:	**The Learner can:**	Learning outcomes 1, 2, 3, 4 and 5 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.
1. Understand the purpose and benefits of team work	1.1 Explain the purpose and benefits of working with other people to achieve agreed goals and objectives 1.2 Describe situations in which supervision of others can achieve positive outcomes	
2. Understand the purpose of communication in teams, and how to do so	2.1 Explain the purpose and benefits of different methods of communication with and within teams, and when to use them 2.2 Explain when it is essential to communicate with others in a team	
3. Understand the purpose of planning work with teams, and how to do so	3.1 Describe the purpose and benefits of agreeing work goals and plans with a team, and how to do so 3.2 Explain how to schedule activities and resources for a team 3.3 Explain the purpose and benefits of agreeing quality	

	measures and timescales with a team, and how to do so	
4. Understand the value of people in a team and how to respect and support them	4.1 Explain the purpose and benefits of recognising the strengths of individuals in a team and of balancing abilities in a team	
	4.2 Describe ways of giving work to teams so the best use is made of strengths and abilities	
	4.3 Explain the benefits of diversity in teams	
	4.4 Explain the purpose and benefits of respecting others	
	4.5 Describe situations in which team members might need support and how to provide this	
	4.6 Describe the types of problems and disagreements that may occur when working with a team and how to resolve them	
5. Understand the purpose and benefits of assessing and evaluating the work of a team and how to do so	5.1 Describe the purpose of work assessment	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to supervise a team in a business environment
	5.2 Explain how to assess the work of teams and team members	
	5.3 Explain the purpose and benefits of giving opportunities to team members to assess their own work	
	5.4 Explain the purpose and benefits of giving and receiving constructive feedback, and how to do so	
	5.5 Explain how to make use of feedback to improve the work of others and the work of the team as a whole	

6. Be able to supervise a team	6.1 Communicate with people in a team during work activities	
	6.2 Supervise work goals and plan work objectives, priorities and responsibilities for a team and individuals	
	6.3 Identify, agree and supervise opportunities for others to work to achieve agreed outcomes	
	6.4 Schedule activities and resources	
	6.5 Allocate work tasks and supervise best use of abilities within a team	
	6.6 Agree quality measures and timescales for a team	
	6.7 Provide support to members of a team, as required	
	6.8 Show respect for individuals in a team	
	6.9 Supervise production of work to agreed quality standards and timescales	
	6.10 Identify and solve problems and disagreements, or refer if necessary	
7. Be able to assess, evaluate and improve the work of a team	7.1 Assess and evaluate the work of a team and individuals to identify strengths and areas for improvement	
	7.2 Make sure team members have opportunities to assess their own work for strengths and areas for improvement	
	7.3 Share feedback, and outcomes of assessing work with individuals and a team	
	7.4 Make and agree suggestions for improving the work of individuals and a team	

	7.5 Make sure individuals and a team are encouraged to improve work as an outcome of assessing work	

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:

- Team meeting minutes

- Records of one to ones

- Completed appraisals of team members

- Work plans and revised plans to reflect improvements in practice

- Schedules of activity

- Documents recording allocation of work

- Documents recording quality assurance tasks undertaken

- Records of problems and where necessary, referral

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 BAG1212 Supervise a team 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.qcda.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 .