

Unit Title:	Manage and be accountable for own performance in a business environment
OCR unit number	401
Sector unit number	L/601/2553
Level:	4
Credit value:	3
Guided learning hours:	18

Unit purpose and aim

This unit is about taking responsibility for managing, prioritising and being accountable for your own work in a business environment alongside other people.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand how to work effectively and be accountable for own work</p>	<p>The Learner can:</p> <p>1.1 Explain the purpose and benefits of negotiating realistic targets and resources for work and ways of doing so</p> <p>1.2 Analyse different ways of working effectively, and the purpose and benefits of using effective working methods</p> <p>1.3 Explain the purpose and benefits for yourself and organisations of recognising and learning from mistakes</p> <p>1.4 Evaluate organisational guidelines, procedures and codes of practice for their relevance to own work</p>	<p>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.</p>
<p>2. Understand how to behave in a way that supports effective working</p>	<p>2.1 Evaluate the purpose and benefits of setting high standards for own work</p> <p>2.2 Evaluate ways of setting high standards for work</p> <p>2.3 Compare and contrast ways of dealing with pressure arising from work tasks</p>	

	<p>2.4 Explain the purpose and benefits of accepting setbacks and dealing with them</p> <p>2.5 Explain the purpose and benefits of being assertive and its meaning in work tasks</p> <p>2.6 Give examples of work situations where it is necessary to be assertive</p> <p>2.7 Evaluate the purpose and benefits of being ready to take on new challenges and adapt to change</p> <p>2.8 Evaluate the purpose and benefits of treating others with honesty, respect and consideration</p> <p>2.9 Analyse the effects of different types of behaviour at work that show honesty, respect and consideration and those that do not</p> <p>2.10 Describe how to recognise when others need support</p> <p>2.11 Evaluate different ways of helping and supporting others in work tasks</p> <p>2.12 Explain the purpose of helping and supporting others at work, and the value and benefits of doing so</p> <p>2.13 Evaluate the reasons for seeking out new challenges</p> <p>2.14 Analyse the effects of change on an organisation</p> <p>2.15 Explain why and how others should be supported during a period of change</p>	
<p>3. Be able to plan, negotiate and be accountable for own work</p>	<p>3.1 Negotiate, agree and sign-off realistic targets for own work</p> <p>3.2 Negotiate and agree resources needed for own</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to manage and be accountable for their own performance in a</p>

	<p>work</p> <p>3.3 Select effective working methods to complete work tasks</p> <p>3.4 Anticipate and deal with problems occurring in own work, referring if required</p> <p>3.5 Meet deadlines or re-negotiate timescales and plans in good time</p> <p>3.6 Take responsibility for own work and accept responsibility for any mistakes made</p> <p>3.7 Evaluate results of mistakes made and make changes to work and methods, as required</p> <p>3.8 Follow agreed work guidelines, procedures and, where needed, codes of practice</p>	<p>business environment</p>
<p>4. Behave in a way that supports effective working</p>	<p>4.1 Set high standards for own work and show drive and commitment in achieving these standards</p> <p>4.2 Adapt work and working methods to deal with pressure, setbacks and difficulties</p> <p>4.3 Assert own needs and rights when necessary to achieve work tasks and priorities</p> <p>4.4 Look for opportunities, and agree to take on new challenges</p> <p>4.5 Look for opportunities, and change ways of working, to meet new requirements</p> <p>4.6 Support others during change</p> <p>4.7 Treat other people with honesty, respect and consideration</p> <p>4.8 Help and support other people in work tasks</p>	

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
- Task plans specifying resources, working methods and possible contingency situations
- Risk assessment
- Confirmation successful completion of task with deadlines and quality standards met
- Evaluation of activity
- Appraisal/reviews
- Recommendations for changed ways of working
- Minutes of 1 to 1s, team and management meetings
- Change management: development records, implementation plans and monitoring records

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 BAA627 Manage and be accountable for 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.

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 .