

Unit Title: Principles of working with and supervising others in a business environment

OCR unit number 302

Sector unit number TC3-2

Level: 3

Credit value: 3

Guided learning hours: 24

Unit purpose and aim

This unit is about the knowledge and understanding needed to work effectively with others in a business environment, including communication, working in and supervising a team, and providing customer service.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Understand the purpose of working with others in a team</p>	<p>The Learner can:</p> <p>1.1 Describe how team working can help to achieve goals and objectives</p> <p>1.2 Explain the purpose of sharing work goals and plans when working in a team</p>	<p>1.1 how team working can help to achieve goals and objectives may include:</p> <ul style="list-style-type: none"> • Individuals work more effectively when they feel supported • Workloads can be shared amongst team members • Strengths can be identified and utilised <p>1.2 For example to ensure the whole team understand what is expected and how to achieve goals and plans</p>
<p>2 Understand how to behave in a way that supports positive working with others</p>	<p>2.1 Explain the purpose of agreeing and setting standards for own work and the work of a team</p>	<p>2.1 The purpose of agreeing and setting standards for own work and the work of a team includes:</p> <ul style="list-style-type: none"> • Work is completed according to company requirements • Work is completed on

	<p>2.2 Identify how to allocate work to a team so the best use is made of strengths and abilities</p> <p>2.3 Explain the purpose of treating others with honesty and consideration</p>	<p>time</p> <ul style="list-style-type: none"> • All team members understand what it is required <p>2.2 Allocate work to a team so the best use is made of strengths and abilities includes:</p> <ul style="list-style-type: none"> • Discussing the work with team members to identify their abilities • Drawing on previous experience of an individual's work performance <p>2.3 For example if an individual feels valued and respected they will be more likely to work at optimum level</p>
<p>3 Understand the purpose and methods of communicating effectively with others in a team</p>	<p>3.1 Explain the purpose of effective communication with other people in a team</p> <p>3.2 Compare different methods of communication within and to teams and when to use them</p>	<p>3.1 For example, the purpose of effective communication with other people in a team is to ensure all team members understand what is expected of them</p> <p>3.2 Communication within and to teams may include:</p> <ul style="list-style-type: none"> • Team meetings when information needs to be shared and/or discussed with the whole team • Emails when information needs to be read by team members • Briefing meetings or presentations if lots of information needs to be detailed and discussed • Reports to provide information which may need to include facts, figures and analysis • Memos to advise the team on internal matters

	3.3 Explain the purpose of encouraging contributions from others	3.3 For example, the purpose of encouraging contributions from others may include to utilise all strengths and skills of individual members
4 Understand how to assess own work and the work of a team	<p>4.1 Explain the purpose of assessing own work and the work of a team</p> <p>4.2 Describe ways of assessing own work and the work of a team</p> <p>4.3 Explain the purpose of giving and receiving constructive feedback</p> <p>4.4 Describe ways of giving and receiving constructive feedback</p>	<p>4.1 For example to ensure work is being carried out to a high standard.</p> <p>4.2 ways of assessing own work and the work of a team may include:</p> <ul style="list-style-type: none"> • Measuring achievements against targets • Performance review meetings • Appraisals • Comparisons with similar work <p>4.3 For example the purpose of giving and receiving constructive feedback includes to ensure continuous improvement</p> <p>4.4 Ways of giving constructive feedback include:</p> <ul style="list-style-type: none"> • Highlighting the positives as well as negatives • Discussing alternative options <p>Ways of receiving constructive feedback includes:</p> <ul style="list-style-type: none"> • Accepting that it is not personal criticism • Utilising the feedback to help improve

Assessment

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

The test for this unit will be 40 minutes in length and consist of 25 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 & Administration NOS	321	Provide leadership for your team
Business & Administration NOS	301	Carry out your responsibilities at work
Business & Administration NOS	302	Work within your business environment
Business & Administration NOS	320	Develop productive working relationships with colleagues

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 Business and Administration 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 .