Unit Title:	**Manage own performance in a business environment**
OCR unit number	33
Sector unit number:	BAA626
Level:	3
Credit value:	3
Guided learning hours:	12
Unit reference number:	L/601/2519

Unit purpose and aim

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

Learning Outcomes	Assessment Criteria	Teaching Content
The Learner will: 1. Understand how to plan and prioritise work and be accountable to others	**The Learner can:** 1.1 Explain the purpose and benefits of planning work, and being accountable to others for own work 1.2 Explain the purpose and benefits of negotiating realistic targets for work and ways of doing so 1.3 Describe ways of prioritising targets and setting timescales for own work 1.4 Describe the types of problems that may occur during work, and ways of dealing with them 1.5 Explain the purpose and benefits of keeping other people informed about progress 1.6 Explain the purpose and benefits of letting other people know in good time if work plans need to be changed 1.7 Explain the purpose and benefits of recognising and learning from mistakes 1.8 Explain the purpose of guidelines, procedures and codes of practice that are relevant to own work	

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Learning Outcomes	Assessment Criteria	Teaching Content
2. Understand how to behave in a way that supports effective working	2.1 Explain the purpose and benefits of setting high standards for own work 2.2 Describe ways of setting high standards for own work 2.3 Describe ways of dealing with pressure arising from work tasks 2.4 Explain the purpose and benefits of accepting setbacks and dealing with them 2.5 Explain the purpose and benefits of being assertive and its meaning in work tasks 2.6 Give examples of work situations where it is necessary to be assertive 2.7 Explain the purpose and benefits of being ready to take on new challenges and adapt to change 2.8 Explain the purpose and benefits of treating others with honesty, respect and consideration 2.9 Describe types of behaviour at work that show honesty, respect and consideration and those that do not 2.10 Explain the purpose of helping and supporting others at work, and the purpose and benefits of doing so	
3. Be able to plan, prioritise and be accountable for own work	3.1 Negotiate and agree realistic targets and achievable timescales for own work 3.2 Prioritise targets for own work 3.3 Plan work tasks to make best use of own time, effective working methods and available resources 3.4 Identify and deal with problems occurring in own work, using the support of other people if necessary 3.5 Keep other people informed of progress 3.6 Complete work tasks to agreed deadlines or re-negotiate timescales and plans in good time 3.7 Take responsibility for own work and accept responsibility for any mistakes made	

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Learning Outcomes	Assessment Criteria	Teaching Content
	3.8 Evaluate results of mistakes made and make changes to work and methods, as required 3.9 Follow agreed work guidelines, procedures and, where needed, codes of practice	
4. Behave in a way that supports effective working	4.1 Set high standards for own work and demonstrate drive and commitment in achieving these standards 4.2 Adapt work and working methods to deal with setbacks and difficulties 4.3 Use own needs and rights when necessary to achieve work tasks and priorities 4.4 Look to engage with opportunities, and agree to take on new challenge(s) 4.5 Look for opportunities, and change ways of working, to meet new requirements 4.6 Treat other people with honesty respect and consideration 4.7 Help and support other people in work tasks	

Assessment

This unit is centre assessed and externally verified.

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 and revised work plans
- to do lists
- emails to colleagues seeking clarification or reporting problems
- appraisal or work review
- work requests/instructions
- minutes of team meetings

- feedback received from colleagues
- personal development plans

Guidance on assessment and evidence requirements

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

Please refer to the OCR Centre Handbook available from the OCR website www.ocr.org.uk.

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

Occupational Standards	**Unit Number**	**Title**
Business & Administration	626	Manage and improve own performance in a business environment

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Functional skills signposting

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

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

Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc. might be of help, but you are not expected to reproduce other people's written work.

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.