Unit Title: **Address performance problems affecting team members**

OCR unit number	18
Sector unit number	LM4 - 01
Level:	3
Credit value:	3
Guided learning hours:	15
Unit reference number:	J/503/0863

Unit purpose and aim

This unit will ensure that learners are able to identify, discuss, resolve and record team members' performance problems.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Understand legal requirements, industry regulations, organisational policies and professional codes concerning performance	1.1 Describe legal requirements, industry regulations, organisational policies and professional codes concerning performance
	1.2 Explain limits of own authority relating to performance problems
2 Be able to identify performance problems of team members	2.1 Evaluate team member's performance against performance criteria to identify performance problems
	2.2 Identify causes of a team member's performance problems
3 Be able to discuss performance problems with team members	3.1 Bring identified performance problems to the attention of the team member concerned
	3.2 Explain an organisation's policies for managing performance problems
	3.3 Identify causes of a team member's performance problems
	3.4 Create a confidential record of discussions with team members about problems affecting their performance
4 Be able to set a course of action to deal with identified problems with team members	4.1 Explore alternative courses of action with the team member concerned
	4.2 Establish a course of action with the team member concerned that will deal with the identified problem
	4.3 Maintain confidential records of discussions with team members about problems affecting their performance

Assessment

This qualification is internally assessed by centre staff and externally verified by OCR Assessors.

Candidates must provide all of the evidence identified below. All evidence must be produced independently.

Evidence requirements

Learning outcome 1 can be assessed by one or a mixture of:

- Written questions and answers

- Projects

- Assignments.

For learning outcomes 2 – 4, the evidence must be gathered by the assessor observing the learner's performance in the workplace on more than one occasion. There should be sufficient observations to ensure that the learner has met all the requirements. This evidence may be gathered through a combination of at least two of the following:

- testimony of others (for example, line manager)

- products of work (for example, notes of team meetings with staff members or reports on their performance, action plans to improve staff members' performance)

- reflective account.

All evidence should be made anonymous to protect individual staff members' identities. However, it should be authenticated by a line manager. Simulations are not allowed.

Guidance on assessment and evidence requirements

This section provides guidance for tutors on the types of assessment activities that can be used and evidence to be produced that will ensure coverage of the learning outcomes and related assessment criteria.

Evidence can be generated in a variety of ways – through completion of OCR-devised workbooks, through centre-devised assignments, projects or tasks or through naturally occurring work-based activities. Any centre-devised assignments, projects or tasks must be cross-referenced to the appropriate learning outcomes and assessment criteria to ensure that full coverage can be achieved.

Portfolios of evidence must be produced independently and centres must confirm to OCR that the evidence is the original work of the candidate. Recording documents are provided on the website for this purpose.

National Occupational Standards (NOS) mapping/signposting

NOS can viewed at **www.ukstandards.co.uk**.

Occupational standards	Unit number	Title
MSC	D8	Help team members address problems affecting their performance.

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	✓

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 .