

<b>Unit Title:</b>	<b>Develop productive working relationships with colleagues</b>
OCR unit number	27
Sector unit number	ALLM3 - 01
Level:	3
Credit value:	4
Guided learning hours:	16
Unit reference number:	K/502/8426

## Unit purpose and aim

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This unit assesses the knowledge and competence required to develop productive working relationships with colleagues.

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<p><b>The Learner will:</b></p> <p>1 Understand how to establish and maintain working relationships with colleagues</p>	<p><b>The Learner can:</b></p> <p>1.1 Describe the benefits of developing productive working relationships with colleagues</p> <p>1.2 Explain how to identify disagreements with colleagues</p> <p>1.3 Describe techniques for resolving conflicts with colleagues</p> <p>1.4 Explain how to identify conflicts of interest with colleagues</p> <p>1.5 Describe the measures that can be used to manage or remove conflicts of interest with colleagues</p> <p>1.6 Explain how to take account of diversity issues when developing working relationships with colleagues</p>
<p>2 Be able to establish and maintain working relationships with colleagues</p>	<p>2.1 Establish working relationships with all colleagues who are relevant to own area of responsibility</p> <p>2.2 Recognise, agree and respect the roles and responsibilities of colleagues</p> <p>2.3 Take account of the priorities, expectations and authority of colleagues in decisions and actions</p>
<p>3 Understand how to improve performance with colleagues</p>	<p>3.1 Describe how to get and make use of feedback on own performance from colleagues</p> <p>3.2 Describe how to provide colleagues with useful feedback on their performance</p>
<p>4 Be able to improve performance with colleagues</p>	<p>4.1 Provide feedback to colleagues on their performance</p>

Learning Outcomes	Assessment Criteria
	4.2 Seek feedback from colleagues on own performance in order to identify areas for improvement
5 Understand how to communicate with colleagues	5.1 Outline the principles of effective communication 5.2 Describe how to apply the principles of effective communication when working with colleagues 5.3 Outline the importance of exchanging information and resources with colleagues
6 Understand the sector in which they work with colleagues	6.1 Identify the relevant regulations and codes of practice that apply in the industry or sector 6.2 Describe standards of behaviour and performance in the industry or sector 6.3 Describe the working culture of the industry or sector
7 Understand the context in which they work with colleagues	7.1 Identify the current and future work being carried out with colleagues 7.2 Identify the colleagues who are relevant to the work being carried out, their work roles and responsibilities 7.3 Describe the processes within the organisation for making decisions 7.4 Describe line management responsibilities and relationships within the organisation 7.5 Describe the organisation's values and culture 7.6 Explain how power, influence and politics works within the organisation 7.7 Identify the standards of behaviour and performance expected in the organisation 7.8 Describe the information and resources that different colleagues might need 7.9 Explain work agreements with colleagues
8 Be able to work with colleagues	8.1 Fulfil agreements made with colleagues and keep them informed of progress 8.2 Advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements 8.3 Resolve any conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out 8.4 Exchange information and resources with colleagues to make sure that all parties can work effectively

## Assessment

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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

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Learning outcomes 1, 3, 5 and 7 can be assessed by one or a mixture of:

- Written questions and answers
- Projects
- Assignments.

For learning outcomes 2, 4, 6 and 8, 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. There should be a combination of at least two of the following:

- observation (for example of meetings between the learner and colleagues)
- testimony of others (for example, line manager or colleagues)
- products of work (for example, correspondence/email, notes of meetings with colleagues)
- reflective account.

Questioning or simulations may be used for assessment criterion 8.3.

## Guidance on assessment and evidence requirements

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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

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NOS can viewed at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).

Occupational standards	Unit number	Title
Leisure Management NOS 2010 (SkillsActive)	A324	Develop productive working relationships with colleagues.

## Functional skills signposting

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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

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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](http://www.ocr.org.uk) .