Unit Title: Improve own performance in a business environment

OCR unit number: 12A
Unit reference number: L/601/2469
Level: 2
Credit value: 2
Guided learning hours: 6

Unit purpose and aim
This unit is about identifying way of improving performance at work by encouraging feedback from others and maintaining a learning plan to record

<table>
<thead>
<tr>
<th>Learning Outcomes</th>
<th>Assessment Criteria</th>
<th>Exemplification</th>
</tr>
</thead>
</table>
| 1. Understand how to improve own performance | 1.1 Explain the purpose and benefits of continuously improving performance at work  
1.2 Explain the purpose and benefits of encouraging and accepting feedback from others  
1.3 Explain how learning and development can improve own work, benefit organisations, and identify career options  
1.4 Describe possible career progression routes  
1.5 Describe possible development opportunities | This learning outcome 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. |
| 2. Be able to improve own performance using feedback | 2.1 Encourage and accept feedback from other people  
2.2 Use feedback to agree ways to improve own performance in the workplace  
2.3 Complete work tasks, using feedback given, to improve performance | Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to improve their own performance in their business environment |
Learning Outcomes

The learner will:

<table>
<thead>
<tr>
<th>Learning Outcomes</th>
<th>Assessment Criteria</th>
<th>Exemplification</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Be able to agree own development needs using a learning plan</td>
<td>3.1 Investigate and agree where further learning and development may improve own work performance</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.2 Confirm learning plan changes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.3 Follow a learning plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.4 Review progress against learning plan and agree further learning updates, if required</td>
<td></td>
</tr>
</tbody>
</table>

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:

- Appraisal/work review and subsequent reviews
- Feedback received from colleagues
- Learning or development plans

Barred combinations: Business Skills suite

Candidates can claim only one of the following units towards a Business Skills qualification:

03A Level 1 Improve own performance in a business environment (T/601/2448)

34A Level 3 Evaluate and improve own performance in a business environment (F/601/2520)

Please note that not all units are available at each level within the Business Skills suite; see the OCR Business Skills Centre Handbook for a list of units and the rules of combination.
Exemptions and equivalencies: Business Skills suite

There are no exemptions or equivalencies for this unit.

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above. You should also refer to the OCR QCF Business and Administration Level 2 NVQ Centre Handbook, which can be downloaded from the OCR website: www.ocr.org.uk.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAA625 Manage and improve own performance in a business environment

Functional skills signposting

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

<table>
<thead>
<tr>
<th>Functional Skills Standards</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>English</strong></td>
<td><strong>Mathematics</strong></td>
<td><strong>ICT</strong></td>
<td></td>
</tr>
<tr>
<td>Speaking and Listening ✓</td>
<td>Representing</td>
<td>Use ICT systems ✓</td>
<td></td>
</tr>
<tr>
<td>Reading ✓</td>
<td>Analysing</td>
<td>Find and select information ✓</td>
<td></td>
</tr>
<tr>
<td>Writing ✓</td>
<td>Interpreting</td>
<td>Develop, present and communicate information ✓</td>
<td></td>
</tr>
</tbody>
</table>

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.