Unit Title:	**Collaborate with other departments**
OCR unit number:	16
Level:	3
Credit value:	3
Guided learning hours:	14
Unit reference number:	M/506/1931

Unit aim and purpose

This unit aims to develop the knowledge and skills required to collaborate with other departments. Upon completion of this unit, learners will understand how to collaborate with other departments and be able to identify opportunities for collaboration and consequently collaborate with other departments.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand how to collaborate with other departments	**The Learner can:** 1.1 Explain the need for **collaborating** with other departments 1.2 Explain the nature of the interaction between their own team and other departments 1.3 Explain the features of effective collaboration 1.4 Explain the potential implications of ineffective collaboration with other departments 1.5 Explain the factors relating to **knowledge management** that should be considered when collaborating with other departments	**Collaborating** may include: • Meeting to discuss ideas • Sharing information • Sharing resources • Working on a common project • Secondment of team members **Knowledge management** is the process of capturing, sharing, developing and effectively using organisational knowledge
2 Be able to identify opportunities for collaboration with other departments	2.1 Analyse the advantages and disadvantages of **collaborating** with other departments 2.2 Identify with which departments collaborative relationships should be built 2.3 Identify the scope for and limitations of possible	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	collaboration	

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Learning Outcomes	Assessment Criteria	Additional Guidance
3 Be able to collaborate with other departments	3.1 Agree **Service Level Agreements (SLAs)**, objectives and priorities of collaborative arrangements 3.2 Work with other departments in a way that contributes to the achievement of **organisational objectives**	**Service level agreement (SLA)** is part of a service contract where the service is formally defined **Organisational objectives** are the overall goals, purpose and mission of a business as established by its management

Assessment

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

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

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.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Management & Leadership (2012) National Occupational Standards:	CFAM&LDD3	• Develop and sustain collaborative relationships with other departments

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 .