Unit Title:	**Manage team performance**
OCR unit number:	10
Level:	3
Credit value:	4
Guided learning hours:	21
Unit reference number:	A/506/1821

Unit aim and purpose

This unit aims to develop the knowledge and skills required to manage the performance of a team. Upon completion of this unit, learners will have developed an understanding of the management of team performance. Learners will be able to allocate and assure the quality of work and manage communications within a team.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the management of team performance	**The Learner can:** 1.1 Explain the use of **benchmarks** in managing performance 1.2 Explain a range of **quality management techniques** to manage team performance 1.3 Describe constraints on the ability to amend priorities and plans	A **benchmark** is a standard or measurement which may include: • Key performance indicators (KPIs) • Best operational practices **Quality management techniques** may include: • Total quality management (TQM) • Statistical process control (SPC) • Continual improvement processes • 360° reviews • Drucker Five-Question Self-Assessment Tool
2 Be able to allocate and assure the quality of work	2.1 Identify the strengths, competences and expertise of team members 2.2 Allocate work on the basis of the strengths, competences and expertise of team members 2.3 Identify areas for improvement in team members' performance	

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Learning Outcomes	Assessment Criteria	Additional Guidance
	outputs and standards 2.4 Amend priorities and plans to take account of changing circumstances 2.5 Recommend changes to systems and processes to improve the quality of work	
3 Be able to manage communications within a team	3.1 Explain to team members the lines of communication and authority levels 3.2 Communicate individual and team objectives, responsibilities and priorities 3.3 Use communication methods that are appropriate to the topics, audience and timescales 3.4 Provide support to team members when they need it 3.5 Agree with team members a process for providing feedback on work progress and any issues arising 3.6 Review the effectiveness of team communications and make improvements	

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&LDB2 CFAM&LDB3	• Allocate work to team members • Quality assure work in your team

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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 .