Unit Title:	**Lead and manage a team**
OCR unit number:	3
Level:	2
Credit value:	5
Guided learning hours:	25
Unit reference number:	H/506/1800

Unit aim and purpose

This unit aims to develop the knowledge and skills required to lead and manage teams. Upon completion of this unit, learners will be able to engage and support team members, manage team performance and deal with problems arising within a team.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Be able to engage and support team members	**The Learner can:** 1.1 Explain organisational policies, procedures, values and expectations to team members 1.2 Communicate work objectives, priorities and plans in line with operational requirements 1.3 Explain the benefits of encouraging suggestions for improvements to work practices 1.4 Provide practical support to team members facing difficulties 1.5 Explain the use of **leadership techniques** in different circumstances 1.6 Give recognition for achievements, in line with organisational policies	**Leadership techniques** may include: • Supporting • Coaching • Empowering • Directing • Communicating • Leading • Motivating • Promoting creativity

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Learning Outcomes	Assessment Criteria	Additional Guidance
	1.7 Explain **different ways of motivating people** to achieve business performance targets	**Different ways to motivate people** may include: • Team building • Goal setting / clear targets • Performance measurement • Encouragement and feedback • Rewarding • Inspiring • Empowering • Supporting • Coaching • Promoting creativity • Provide meaningful and challenging work • Training and development
2 Be able to manage team performance	2.1 Allocate responsibilities making best use of the expertise within the team 2.2 Agree with team member(s) specific, measurable, achievable, realistic and time-bound objectives (SMART) in line with business needs 2.3 Provide individuals with **resources** to achieve the agreed objectives 2.4 Monitor individuals' progress, providing support and feedback to help them achieve their objectives 2.5 Explain **techniques** to monitor individuals' performance 2.6 Report on team performance in line with organisational requirements	**Resources** may include: • Guidance • Staff • Materials **Techniques** that may be used to monitor performance may include: • Performance appraisals • Performance reviews • Personal development plans • Key performance indicators • Incentive / target schemes • Technical performance tracking tools • Feedback

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Learning Outcomes	Assessment Criteria	Additional Guidance
3 Be able to deal with problems within a team	3.1 Assess actual and potential problems and their consequences 3.2 Report problems beyond the limits of their own competence and authority to the right person 3.3 Take action within the limits of their own authority to resolve or reduce conflict 3.4 Adapt practices and processes as circumstances change	

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&LBA3	• Lead your team

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 .