

Unit Title:	Manage own performance in a business environment
OCR unit number	201
Sector unit number	F/601/2467
Level:	2
Credit value:	2
Guided learning hours:	9

Unit purpose and aim

This unit is about managing and being accountable for your own work.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand how to plan work and be accountable to others</p>	<p>The Learner can:</p> <p>1.1 Outline guidelines, procedures and codes of practice relevant to personal work</p> <p>1.2 Explain the purpose of planning work, and being accountable to others for own work</p> <p>1.3 Explain the purpose and benefits of agreeing realistic targets for work</p> <p>1.4 Explain how to agree realistic targets</p> <p>1.5 Describe ways of planning work to meet agreed deadlines</p> <p>1.6 Explain the purpose of keeping other people informed about progress</p> <p>1.7 Explain the purpose and benefits of letting other people know work plans need to be changed</p> <p>1.8 Describe types of problems that may occur during work</p> <p>1.9 Describe ways of seeking assistance with getting help to resolve problems</p>	<p>Learning outcomes 1 and 2 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.</p>

	1.10 Explain the purpose and benefits of recognising and learning from mistakes	
2. Understand how to behave in a way that supports effective working	<p>2.1 Explain the purpose and benefits of agreeing and setting high standards for own work</p> <p>2.2 Describe ways of setting high standards for work</p> <p>2.3 Explain the purpose and benefits of taking on new challenges if they arise</p> <p>2.4 Explain the purpose and benefits of adapting to change</p> <p>2.5 Explain the purpose and benefits of treating others with honesty, respect and consideration</p> <p>2.6 Explain why own behaviour in the workplace is important</p> <p>2.7 Describe types of behaviour at work that show honesty, respect and consideration and those that do not</p>	
3. Be able to plan and be responsible for own work, supported by others	<p>3.1 Agree realistic targets and achievable timescales for own work</p> <p>3.2 Plan work tasks to make best use of own time and available resources</p> <p>3.3 Confirm effective working methods with others</p> <p>3.4 Identify and report problems occurring in own work, using the support of other people when necessary</p> <p>3.5 Keep other people informed of progress</p> <p>3.6 Complete work tasks to agreed deadlines or re-negotiate timescales and plans in good time</p> <p>3.7 Take responsibility for own work and accept responsibility for any mistakes made</p>	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to manage their own performance in a business environment

	3.8 Follow agreed work guidelines, procedures and, where needed, codes of practice	
4. Behave in a way that supports effective working	4.1 Set high standards for own work and show commitment to achieving these standards 4.2 Agree to take on new challenge(s) if they arise 4.3 Adapt to new ways of working 4.4 Treat other people with honesty, respect and consideration 4.5 Help and support other people in work tasks	

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:

- Annotated organisational policies and procedures
- Work diary
- To do lists
- Work plans
- Emails to colleagues seeking clarification or reporting problems
- Appraisal or work review
- Work requests/instructions
- Minutes of team meetings
- Feedback received from colleagues
- Personal development plans

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

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

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

Functional skills signposting

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	✓

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 .