

Unit Title:	Improve own performance in a business environment
OCR unit number	202
Sector unit 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

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

<p>3. Be able to agree own development needs using a learning plan</p>	<p>3.1 Investigate and agree where further learning and development may improve own work performance</p> <p>3.2 Confirm learning plan changes</p> <p>3.3 Follow a learning plan</p> <p>3.4 Review progress against learning plan and agree further learning updates, if required</p>	
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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

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 and improve 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.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

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 .