Unit Title:	**Manage conflict in a team**
OCR unit number:	22
Sector unit number:	E.26
Level:	3
Credit value:	3
Guided learning hours:	20
Unit reference number:	R/600/9685

Unit purpose and aim

This unit is a cross-sector management and leadership unit that is suitable for first line managers in the retail sector.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Be able to support team members' understanding of their role and position within a team	1.1 Communicate to team members the standards of work and behaviour expected of them 1.2 explain how team members can work together and support each other
2 Be able to take measures to minimise conflict within a team	2.1 identify issues with organisational structures, systems or procedures that are likely to give rise to conflict 2.2 identify potential conflict between team members 2.3 explain action required to avoid potential conflict and agree strategies for conflict resolution
3 Be able to understand how to encourage team members to resolve their own conflicts	3.1 explain how team members can be encouraged to identify and resolve their own problems and conflicts 3.2 explain how respect can be developed and maintained between team members
4 Be able to understand legal and organisational requirements concerning conflict	4.1 explain legal and organisational requirements concerning conflict in own team 4.2 explain how to maintain complete, accurate and confidential records of conflicts and their outcomes

© OCR 2011

Assessment

This unit requires workplace assessment of occupational competence. It is internally assessed by centre staff and externally assessed by an OCR External Verifier.

The unit is competence-based. This means that it is linked to the candidate's ability to competently perform a range of tasks associated with their work.

Assessment guidance for this unit is provided in the Assessment Strategy for management and leadership qualifications. The Strategy is available from CfA Business Skills @ Work.

Assessment conducted by an external/peripatetic assessor must adhere to section 4.2.1 of Skillsmart Retail's '*Retail Qualifications Assessment Principles'*. As such, OCR requires the line manager or the owner/manager to sign and date the bottom of each unit Evidence Record Sheet (ERS) to both confirm their involvement and the candidate's competence. This should be on or prior to the signature and date provided by the assessor.

Evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing programmes of learning.

Guidance on assessment and evidence requirements

You should refer to the '*Admin Guide: Vocational Qualifications* (A850)' for *Notes on Preventing Computer-Assisted Malpractice*.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS reference CFAD10

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

© OCR 2011

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	✔

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 .