Unit Title:	**Set objectives and provide support for team members**
OCR unit number:	19
Sector unit number:	E.23
Level:	3
Credit value:	5
Guided learning hours:	35
Unit reference number:	M/600/9600

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 communicate a team's purpose and objectives to the team members	1.1 describe the purpose of a team 1.2 set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound) 1.3 communicate the team's purpose and objectives to its members
2 Be able to develop a plan with team members showing how team objectives will be met	2.1 discuss with team members how team objectives will be met 2.2 ensure team members participate in the planning process and think creatively 2.3 develop plans to meet team objectives 2.4 set SMART personal work objectives with team members
3 Be able to support team members identifying opportunities and providing support	3.1 identify opportunities and difficulties faced by team members 3.2 discuss identified opportunities and difficulties with team members 3.3 provide advice and support to team members to overcome identified difficulties and challenges 3.4 provide advice and support to team members to make the most of identified opportunities
4 Be able to monitor and evaluate progress and recognise individual and team achievement	4.1 monitor and evaluate individual and team activities and progress 4.2 provide recognition when individual and team objectives have been achieved

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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 CFAB5

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

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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 .