| | |
|---|---|
| **Unit Title:** | **Plan, allocate and monitor work of a team** |
| OCR unit number: | 20 |
| Sector unit number: | E.24 |
| Level: | 3 |
| Credit value: | 5 |
| Guided learning hours: | 25 |
| Unit reference number: | Y/600/9669 |

## 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 plan work for a team | 1.1 agree team objectives with own manager<br>1.2 develop a plan for a team to meet agreed objectives, taking into account capacity and capabilities of the team |
| 2 Be able to allocate work across a team | 2.1 discuss team plans with a team<br>2.2 agree work allocation and SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives with team members<br>2.3 agree standard of work required by team |
| 3 Be able to manage team members to achieve team objectives | 3.1 support all team members in order to achieve team objectives |
| 4 Be able to monitor and evaluate the performance of team members | 4.1 assess team members' work against agreed standards and objectives<br>4.2 identify and monitor conflict within a team<br>4.3 identify causes for team members not meeting team objectives |
| 5 Be able to improve the performance of a team | 5.1 identify ways of improving team performance<br>5.2 provide constructive feedback to team members to improve their performance<br>5.3 implement identified ways of improving team performance |

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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 CFAD5

**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 .