

Unit Title:	Principles of personal responsibilities and how to develop and evaluate own performance at work
OCR unit number	3
Sector unit number	TC3-1
Level	3
Credit value	4
Guided learning hours	32
Unit expiry date	31/12/2013

Unit purpose and aim

This unit is about understanding ones own responsibilities for action in a business environment, including legislative and contractual responsibilities and ways of managing and evaluating own work effectively.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
<p>The Learner will:</p> <p>1 Understand the employment rights and responsibilities of the employee and employer and their purpose</p>	<p>The Learner Can:</p> <p>1.1 Identify the main point of contracts of employment and their purpose</p>	<p>1.1 The main points of a contract of employment will include:</p> <ul style="list-style-type: none"> • Job description • Start date • Rate and date of pay • Hours of work holiday entitlement • Location • Sick pay arrangements • Notice periods • Information on discipline and grievance, pensions and pension schemes or if not included where to find out about them <p>A contract of employment is an agreement between an employer and employee which sets out employment rights, responsibilities and duties.</p>

	<p>1.2 Outline the main points of legislation affecting employers and employees and their purpose, including anti-discrimination and entitlement legislation</p> <p>1.3 Identify where to find information on employment rights and responsibilities both internally and externally</p>	<p>1.2 Legislation affecting employers and employees safeguards both parties and includes the following:</p> <ul style="list-style-type: none"> • Employment Rights legislation • National Minimum wage legislation • Employment legislation • Working time Regulations • Part Time Workers Regulations • Equality and anti-discrimination legislation <p>The above legislation would also cover entitlements such as time off and holidays, maternity, paternity, and adoption rights, parental leave and redundancy</p> <p>1.3 Information on employment rights and responsibilities includes:</p> <ul style="list-style-type: none"> • Information from internal sources such as: <ul style="list-style-type: none"> - The manager - Human resource department - Company policy documentation - Staff handbooks • Information from external sources such as: <ul style="list-style-type: none"> - Websites including directgov.co.uk, hse.gov.uk, business link - Representative bodies including Citizens advice, trade unions, ACAS
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	<p>1.4 Explain the purpose and functions of representative bodies that support employees</p> <p>1.5 Explain employer and employee responsibilities for equality and diversity in a business environment</p> <p>1.6 Explain the benefits of making sure equality and diversity procedures are followed in a business environment</p>	<p>1.4 Representative bodies can offer:</p> <ul style="list-style-type: none"> • impartial support • advice • conflict resolution <p>1.5 Employer responsibilities may include:</p> <ul style="list-style-type: none"> • Ensuring the correct policies and procedures are in place to address the relevant areas of legislation appropriate to the workplace including: <ul style="list-style-type: none"> - Disability Discrimination - Employment Equality - Equality - Sex Discrimination - Equal pay • Ensuring that employees have access to the relevant information • Investigating, using the correct procedures, any matters that arise in connection with equality and diversity <p>Employee responsibilities may include:</p> <ul style="list-style-type: none"> • Following company policies relating to equality and diversity • Treating colleagues with respect • Reporting any issues to the relevant people <p>1.6 For example this may include:</p> <ul style="list-style-type: none"> • creating an environment where employees feel valued and supported • employers can draw upon the skills and experience of a wide range of people
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<p>2 Understand the purpose of health safety and security in a business environment</p>	<p>2.1 Explain employer and employee responsibilities for health, safety and security in a business environment</p> <p>2.2 Explain the purpose of following health, safety and security procedures in a business environment</p>	<p>2.1 For example upholding the relevant regulations and legislation including the Health and Safety at Work Act, Data Protection including:</p> <ul style="list-style-type: none"> • Providing employees with access to information on health, safety and security • Carrying out risk assessments • Providing adequate first aid • Maintaining equipment <p>Employee responsibilities would include:</p> <ul style="list-style-type: none"> • Following organisational policies and procedures for health, safety and security • Take responsibility for promoting one's own health and care and that of colleagues • Assessing and managing risks <p>2.2 The purpose of following health, safety and security procedures in a business environment includes</p> <ul style="list-style-type: none"> • Ensuring the safety and welfare of the individual and others is maintained at all times • Ensuring the business or organisation is compliant with relevant legislation
<p>3 Understand how to manage own work</p>	<p>3.1 Explain the reasons for planning and prioritising own work</p>	<p>3.1 The reasons for planning and prioritising own work may include:</p> <ul style="list-style-type: none"> • To ensure deadlines are met • To ensure work is organised according to its importance

	<p>3.2 Identify ways of planning and prioritising own work</p> <p>3.3 Explain the purpose of keeping other people informed about progress</p> <p>3.4 Describe methods of dealing with pressure in a business environment</p>	<p>3.2 examples of ways of planning and prioritising own work may include using a diary system or using to-do lists, workplanners, project planning tools etc.</p> <p>3.3 For example to ensure colleagues can meet their own deadlines if the work is related</p> <p>3.4 Methods of dealing with pressure in a business environment may include:</p> <ul style="list-style-type: none"> • Communicating with colleagues • Setting realistic deadlines • Organising and prioritising • Delegating appropriately
<p>4 Understand how to evaluate and improve own performance in a business environment</p>	<p>4.1 Explain the purpose of continuously evaluating and improving own performance in a business environment</p> <p>4.2 Describe ways of evaluating and improving own performance in a business environment</p>	<p>4.1 For example to ensure that personal performance is always set at a high standard, promoting continual personal and professional development.</p> <p>4.2 For example this may include</p> <ul style="list-style-type: none"> • evaluating by: <ul style="list-style-type: none"> - Setting targets and assessing achievements against the targets - Appraisals - Seeking opinions of colleagues • Improving by: <ul style="list-style-type: none"> - Taking up training opportunities - Learning from colleagues - Trying a different way of working - Understanding strengths and weaknesses - Work shadowing

	<p>4.3 Explain the purpose of encouraging and accepting feedback from others</p> <p>4.4 Explain different types of career pathways and roles available</p>	<p>4.3 For Example, the purpose of encouraging and accepting feedback from others include can provide opportunities for improvement</p> <p>4.4 For example this may include:</p> <ul style="list-style-type: none"> • Administration • Office Management • Supervisory roles • Secretarial • Personal Assistant • Receptionist • Finance • Legal Secretary • Medical Secretary
<p>5 Understand the types of problems that may occur with own work and how to deal with them</p>	<p>5.1 Describe the types of problems that may occur with own work</p> <p>5.2 Explain ways of dealing with problems that may occur with own work</p> <p>5.3 Explain how and when to refer problems to relevant colleagues</p>	<p>5.1 For example this may include</p> <ul style="list-style-type: none"> • poor communication • breach of confidentiality • equipment failure • failure to follow correct procedures • insufficient resources including time, staff and equipment <p>5.2 Ways of dealing with problems that may occur with own work may include:</p> <ul style="list-style-type: none"> • Discussions with your manager • Delegating to colleagues <p>5.3 For example this may include:</p> <ul style="list-style-type: none"> • Request a meeting • Refer issues when they first arise.

6 Understand the decision making process	6.1 Explain key stages in the decision making process	6.1 key stages in the decision making process may include: <ul style="list-style-type: none"> • Gathering relevant information • Analysing information • Assessing the risks • Seeking support
	6.2 Explain the purpose of not exceeding own limits of authority in making decisions	6.2 For example to ensure that decisions made are correct and receive full support from senior colleagues.

Assessment

This unit is internally assessed by centre staff (e.g. teachers/tutors, support workers, carers, assessors) and externally verified by OCR.

Guidance on assessment and evidence requirements

Please refer to the OCR Centre Handbook available from the OCR website www.ocr.org.uk.

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

National Occupational Standards (NOS) mapping/signposting

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

Occupational standards	Unit number	Title
Business and Administration NOS	302	Work within your business environment
Business and Administration NOS	301	Carry out your responsibilities at work

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, listening and communication	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	

Resources

Equipment: In order to deliver the on-line test for this unit, centres will require the minimum hardware stipulated in the OCR document *Minimum Hardware Requirements*. This document is available for downloading from the E-assessment area of the *Business and Administration* website (www.ocr.org.uk).

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 learning programmes.

Additional information

The *OCR Business and Administration Centre Handbook* contains important information for anyone delivering, working towards or involved with the OCR Retail Knowledge qualifications, of which this unit forms a part. This can be downloaded from OCR's website www.ocr.org.uk.

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.