

Unit Title:	Set objectives and provide support for team members (B5)
Unit Number	25
Level:	3
Credit value:	5
Guided learning hours:	35
Unit expiry date:	28/2/2010

Unit purpose and aim

This purpose of this unit is to provide learners with the knowledge and understanding of methods to provide direction to a team. It covers communication needs to set objectives and provide support.

Learning Outcomes	Assessment Criteria	Exemplification
1 Be able to communicate a team's purpose and objectives to the team members.	<p>1.1 Describe the purpose of a team</p> <p>1.2 Set team objectives with its members which are SMART (Specific, Measurable, Achievable, Realistic and Time-Bound)</p> <p>1.3 Communicate the team's purpose and objectives to its members.</p>	<p>This may include:</p> <ul style="list-style-type: none"> • The team's defined contribution to the overall needs of the organisation, site or work area. <p>This may include:</p> <ul style="list-style-type: none"> • Key Performance Indicators for the team's contribution to the organisation • Process or operational targets • Sales Results • Manufactured output • Customer Feedback. <p>This may include:</p> <ul style="list-style-type: none"> • Team Talks • Meetings • Reviews • Notice boards, results and targets listed • Newsletters • Team Mission Statement or Statement of intent.

Learning Outcomes	Assessment Criteria	Exemplification
<p>2 Be able to develop a plan with team members showing how team objectives will be met</p>	<p>2.1 Discuss with team members how team objectives will be met</p> <p>2.2 Ensure team members participate in the planning process and think creatively</p> <p>2.3 Develop plans to meet team objectives</p> <p>2.4 Set SMART personal work objectives with team members</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Team Talks with detailed examples of planned objectives • Team Meetings, with set agenda stating objectives. <p>This may include:</p> <ul style="list-style-type: none"> • Improvement groups with team members allocated roles • Brainstorming • Workshops focus on detail of team tasks. <p>This may include:</p> <ul style="list-style-type: none"> • Team Charters with focused targets from participation events • Team lists with examples of proposed activities for improvements. <p>This may include:</p> <ul style="list-style-type: none"> • Team derived objectives linked to Key Performance Indicators • Objectives agreed during Charter preparation with targets and deadlines dates.
<p>3 Be able to support team members identifying opportunities and providing support</p>	<p>3.1 Identify opportunities and difficulties faced by team members</p> <p>3.2 Discuss identified opportunities and difficulties with team members</p> <p>3.3 Provide advice and support to team members to overcome identified difficulties and challenges</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Organisational or operational conditions that meet or are at variance with the team's objectives • Identify training or workshop needs for individual team members. <p>This may include:</p> <ul style="list-style-type: none"> • One to one reviews • Personal development meetings • Performance reviews • Supervision reviews. <p>This may include:</p> <ul style="list-style-type: none"> • Training needs to meet new objectives

Learning Outcomes	Assessment Criteria	Exemplification
		<ul style="list-style-type: none"> • At times of setback or change • Individual team targets not being met • Personal team member situations • Encouragement and support to progress.
	3.4 Provide advice and support to team members to make the most of identified opportunities	<p>This may include:</p> <ul style="list-style-type: none"> • Training needs to meet new objectives • Individual development to enhance team contribution • New skills innovation and challenges • Encouragement and support to take the lead.
4 Be able to monitor and evaluate progress and recognise individual and team achievement	<p>4.1 Monitor and evaluate individual and team activities and progress</p> <p>4.2 Provide recognition when individual and team objectives have been achieved</p>	<p>This may include:</p> <ul style="list-style-type: none"> • Awareness of team make up and individual skills • Check progression without too much direct intervention • Evaluate developments using knowledge of previous targets and measures. <p>This may include:</p> <ul style="list-style-type: none"> • Direct praise, showing increase in targets, measures or sales • Present results indicating individual or teams input • Explain or show how activities have met or assisted overall organisational objectives • Personal one to one. • Performance results – individual.

Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which, on request, will need to be made available to the OCR external verifier. Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. An OCR Centre Authentication form is provided in the Centre Handbook.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities.

You may collect evidence for the unit through work in a private sector organisation, a public sector organisation or a not-for-profit organisation.

You must provide evidence that shows you have done this over a sufficient period of time on different occasions for your assessor to be confident that you are competent.

Guidance on assessment and evidence requirements

You should consult with your assessor to agree the most appropriate sources of evidence available to you in your environment. Examples of possible sources of evidence are shown below but this is not a definitive list nor are the examples shown mandatory:

- professional discussion with your assessor in respect to setting objectives
- your plan for the objectives of your team
- minutes of meetings with your team

Details of relationship between the unit and national occupational standards

Management and Leadership NOS unit B5, Provide leadership for your team.

Resources

Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850).

OCR Level 3 NVQ in Team Leading

Evidence Record Sheet

Unit B5 Set objectives and provide support for team members

I confirm that the evidence provided is a result of my own work.

Signature of candidate: _____ Date: _____

Evidence reference	Evidence title	Assessment method	LO1			LO2				LO3				LO4	
			1.1	1.2	1.3	2.1	2.2	2.3	2.4	3.1	3.2	3.3	3.4	4.1	4.2

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: _____ Name (in block capitals): _____ Date: _____

Countersignature of qualified assessor (if required) and date: _____

IV initials (if sampled) and date: _____ Countersignature of qualified IV (if required) and date: _____

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