

Unit Title:	Manage own performance in a business environment
OCR unit number	101
Sector unit number	M/601/2447
Level:	1
Credit value:	2
Guided learning hours:	14

Unit purpose and aim

This unit is about managing work in a way that makes sure you will be able to work effectively with other people in a business environment.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Understand how to be responsible for own work</p>	<p>The Learner can:</p> <p>1.1 Outline how to listen to and follow instructions</p> <p>1.2 Outline how to plan own work</p> <p>1.3 Describe the purpose and benefits of how to manage time to plan work</p> <p>1.4 State the purpose of keeping other people informed about progress</p> <p>1.5 Outline ways of asking for help if needed</p> <p>1.6 State the purpose and benefits of recognising and learning from mistakes</p> <p>1.7 Outline guidelines, procedures and codes of practice that are relevant to own work</p>	<p>Learning outcomes 1 and 2 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.</p>
<p>2. Understand how to behave in a way that supports effective working</p>	<p>2.1 Outline the purpose of setting achievable standards for own work</p> <p>2.2 State the benefits of being ready to take on new challenges and adapt to change</p> <p>2.3 Explain the purpose and</p>	

	<p>benefits of treating others with honesty, respect and consideration</p> <p>2.4 Outline types of behaviour at work that show honesty, respect and consideration and those that do not</p> <p>2.5 Explain why own behaviour in the workplace is important</p>	
<p>3. Be able to take responsibility for own work, supported by others</p>	<p>3.1 Accept and follow instructions for work checking any points, if required</p> <p>3.2 Agree how to make best use of own time and the working methods to be used</p> <p>3.3 Report any problems, using the support of other people, when necessary</p> <p>3.4 Keep other people informed of progress</p> <p>3.5 Take responsibility for own work and accept responsibility for any mistakes made</p> <p>3.6 Follow agreed work guidelines, procedures and, where needed, codes of practice</p>	<p>Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to manage their own performance in their business environment</p>
<p>4. Behave in a way that supports effective working</p>	<p>4.1 Set achievable standards for own work and show commitment in achieving these standards</p> <p>4.2 Show understanding of own needs and rights in work tasks</p> <p>4.3 Agree to take on new challenge(s), with support from others</p> <p>4.4 Make changes to own way of working, if required</p> <p>4.5 Complete own work, treating other people with honesty, respect and consideration</p>	

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated organisational policies and procedures
- Work diary
- To do lists
- Work plans
- Emails to colleagues seeking clarification or reporting problems
- Appraisal or work review
- Work requests/instructions
- Minutes of team meetings
- Feedback received from colleagues
- Personal development plans

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAA624 Manage and improve own performance in a business environment.

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

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

Resources

Access to a working environment with associated equipment and resources

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 .