OCR
Oxford Cambridge and RSA

Unit Title:		**Set objectives and provide support for team members**
OCR unit number	28	
Level:	3	
Credit value:	5	
Guided learning hours:	35	
Unit accreditation no:	M/600/9600	

Unit purpose and aim

This unit will ensure that learners are able to identify the requirements of a team based on its objectives, develop a team to fulfil those objectives, support team development and manage a team through a project. It also ensures that the learner understands how to disband a team. 'Practitioner' means anyone with a learning and development responsibility as part of their role

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Be able to communicate a team's purpose and objectives to team members.	**The Learner can:** 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	AC1.1 The team's defined contribution to the overall needs of the organisation, site or work area. AC1.2 May include: • Key Performance Indicators for the team's contribution to the organisation. • Process or operational targets • Sales Results. • Manufactured output. • Customer Feedback AC1.3 May include: • Team Talks • Meetings • Reviews • Notice boards, results and targets listed. • Newsletters • Team Mission Statement or Statement of intent.

Learning Outcomes	Assessment Criteria	Exemplification
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.	AC2.1 May include: • Team Talks with detailed examples of planned objectives. • Team Meetings, with set agenda stating objectives. AC2.2 May include: • Improvement groups with team members allocated roles. • Brainstorming • Workshops focus on detail of team tasks. AC2.3 May include: • Team Charters with focused targets from participation events. • Team lists with examples of proposed activities for improvements. AC2.4 May include: • Team derived objectives linked to Key Performance Indicators. • Objectives agreed during Charter preparation with targets and deadlines dates.
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	AC3.1 May include: • Organisational or operational conditions that meet or are at variance with the team's objectives. • Identify training or workshop needs for individual team members. AC3.2 May include: • One to one reviews. • Personal development meetings • Performance reviews

Learning Outcomes	Assessment Criteria	Exemplification
		• Supervision reviews. AC3.3 May include: • Training needs to meet new objectives • At times of setback or change • Individual team targets not being met • Personal team member situations • Encouragement and support to progress AC3.4 May include: • 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.	4.1 Monitor and evaluate individual and team activities and progress 4.2 Provide recognition when individual and team objectives have been achieved	AC4.1 May include: • Awareness of team make up and individual skills. • Check progression without too much direct intervention. • Evaluate developments using knowledge of previous targets and measures. AC4.2 May include: • 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

All learning outcomes in this unit must be assessed using methods appropriate to the assessment of the knowledge and understanding.

Evidence requirements

These must be valid, authentic and sufficient evidence for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes, the assessment criteria and all aspects of the knowledge, understanding and skills. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities. Simulation is not allowed for this unit.

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.

National Occupational Standards (NOS) mapping/signposting

MSC D9 Build and manage teams

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)* on the OCR website www.ocr.org.uk .