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|---|---|
| **Unit Title:** | **Work with others in a business environment** |
| OCR unit number: | 3 |
| Level: | 1 |
| Credit value: | 2 |
| Guided learning hours: | 18 |
| Unit reference number: | Y/506/1793 |

## Unit aim and purpose

This unit aims to develop the knowledge and skills required to work with others in a business environment. Upon completion of this unit, learners will be able to work with others in a business environment.

| Learning Outcomes | Assessment Criteria | Additional Guidance |
|---|---|---|
| **The Learner will:**<br>1 Know how to work with others in a business environment | **The Learner can:**<br>1.1 Describe how their own role fits in with the role of **others** in their team | **Others** could include:<br>• Colleagues<br>• Line managers<br>• Supervisors |
| | 1.2 Describe how their own **behaviour** can affect teamwork<br>1.3 Describe behaviours that show trust, respect and consideration for others<br>1.4 Outline the importance of following instructions when completing tasks | **Behaviour** should include both negative and positive effects |
| | 1.5 State the importance of understanding **authority** at work | **Authority** refers to the instructions or procedures outlined by supervisors and line managers |
| | 1.6 State why it is important to behave in a way that does not cause **conflict** | **Conflict** could relate to:<br>• Personality clashes<br>• Language, culture, ethnicity<br>• Disagreements about the task in hand |
| | 1.7 State what to do if **problems** occur when working with others<br>1.8 Describe different ways to help colleagues with work activities | **Problems** may include,<br>• Personality clashes<br>• Disagreements about the task in hand<br>• Issues with authority |

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| Learning Outcomes | Assessment Criteria | Additional Guidance |
|---|---|---|
| 2 Be able to work with others in a business environment | 2.1 Meet agreed deadlines, targets and **quality standards**<br>2.2 Maintain expected **standards of performance**<br>2.3 Act positively on feedback on own performance<br>2.4 Treat others with courtesy and respect<br>2.5 Follow organisational **policies and procedures and legal requirements** whilst working with others | **Quality standards** are the accepted levels of work as set out by the organisation<br><br>**Standards of performance** are those behaviours and work levels as set out by the organisation<br><br>Where possible, adherence to **organisational policies and procedures and legal requirements** should be confirmed by a line manager or experienced colleague. Learners should also be aware of *which* **legal requirements** affect them whilst working with others. |

## Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

## Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

## National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be 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 & Administration (2013) National Occupational Standards | CFABAG1210 | • Work with other people in a business environment |

## 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 .


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