OCR
Oxford Cambridge and RSA

Unit Title:	**Buddy a colleague to develop their skills**
OCR unit number:	27
Level:	2
Credit value:	3
Guided learning hours:	19
Unit reference number:	M/506/1895

Unit aim and purpose

This unit aims to develop the knowledge and skills required to buddy a colleague to develop their skills. Upon completion of this unit, learners will be able to develop a plan to buddy a colleague and then put that plan into action by supporting a buddy colleague in carrying out work activities.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand how to buddy a colleague	**The Learner can:** 1.1 Describe what is expected of a buddy 1.2 Explain **techniques** to give positive feedback and constructive criticism 1.3 Explain **techniques** to establish rapport with a buddy	**Techniques** may include: • Choice of medium used to provide feedback • Giving praise • Choice of timing, location and approach • **Techniques** may include: • Body language • Listening actively • Speech tone • Understand strengths and weaknesses of each other • Collaboration and partnership working • Build objectives and aims
2 Be able to plan to buddy a colleague	2.1 Agree which aspects of a colleague's work may benefit from buddying 2.2 Confirm organisational requirements for standards of behaviour, presentation, communication and performance of a buddy colleague 2.3 Agree a schedule of meetings that minimises disruption to business	

© OCR 2014

Learning Outcomes	Assessment Criteria	Additional Guidance
	2.4 Agree specific, measurable, achievable, realistic and time-bound (SMART) buddying objectives	
3 Be able to support a buddy colleague carrying out work activities	3.1 Remain unobtrusive while a buddy colleague carries out their work activities 3.2 Provide examples of how to carry out tasks correctly 3.3 Identify instances of good practice and areas for improvement through observation 3.4 Praise a buddy colleague on well completed tasks 3.5 Give constructive feedback on ways in which a buddy could improve performance 3.6 Offer a buddy hints and tips based on personal experience	

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
Customer Service (2013) National Occupational Standards:	CFACSD5249	• Buddy a colleague to develop their customer service skills

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 .

© OCR 2014