OCR
Oxford Cambridge and RSA

Unit Title:	**Developing Personal and Team Effectiveness Using IT ***
OCR unit number:	94
Level:	2
Credit value:	4
Guided learning hours:	30
Unit reference number:	T/503/0499

*PLEASE NOTE this unit can only be used with OCR entry code 13996.

This unit forms a core part of the Apprenticeship framework in IT User skills in England, Wales and Northern Ireland.

Unit purpose and aim

There are a range of IT tools and techniques that IT users can use to support their own personal and professional development.

Through this unit, learners start to recognise and respect diversity, individual differences and perspectives and understand how IT can be used to support and enhance both personal and team effectiveness

Learners will consider how they use information management tools and collaborative workspaces to support personal and team activities.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
The Learner will: 1. Know how IT can support personal development	**The Learner can:** 1.1 Describe how IT tools and systems can be used to manage time effectively 1.2 Identify IT tools and resources to support own learning and development 1.3 Describe how IT tools can support personal performance improvement	**IT Tools:** communications, email, sharing calendars, sharing files, intranet, netmeeting, bulletin boards, video training, e-newsletters; social media tools: forums, blogs, chat, social networks, websites, worldwide, mobile devices and applications, collaborative technology, cameras, internet, news, wireless, virtual learning environments, media rich content, simulation

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
2. Use IT to support personal development	2.1 Create an action plan to improve own working practice 2.2 Participate in activities to meet personal development goals 2.3 Use appropriate IT tools to support personal performance improvement	**Action Plan:** dates, targets, goals, progress, strengths, weaknesses, training requirements **Activities:** meetings, training, conferences, forums, discussions
3. Know how IT can support the development of team effectiveness	3.1 Describe the roles and responsibilities of team members 3.2 Describe how IT tools and systems can be used to improve team activities 3.3 Identify ways that IT can be used to overcome obstacles to effective teamwork	**Roles:** helpdesk operator, systems analyst, website designer, systems administrator, programmer, network technician, IT trainer
4. Review use of IT for team or collaborative activities	4.1 Review contribution of own use of IT to team activities 4.2 Provide feedback to others on their use of IT in a constructive and considerate manner 4.3 Review feedback from others on own use of IT	**Feedback:** positive, negative, constructive, instructional, supportive, oral, written, group, individual

Assessment

All ITQ units may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. Assessments must also take into account the additional information provided in the unit Purpose and Aims relating to the level of demand of:

- the activity, task, problem or question and the context in which it is set;

- the information input and output type and structure involved; and

- the IT tools, techniques or functions to be used.

See Assessment Methods in the ITQ Centre Handbook for Apprenticeships.

Evidence requirements

An evidence checklist must be completed without gaps. Individual unit checklists are available to download from the qualification webpage (see forms).

Guidance on assessment and evidence requirements

Please refer to the ITQ centre handbook on our webpage.