



Oxford Cambridge and RSA

## OCR Level 2 NVQ Certificate in Team Leading – Unit 4

Unit Title:	Plan, allocate and monitor work of a team (D5)
OCR Unit Number:	4
Unit Number:	Y/600/9669
Level:	3
Credit value:	5
Guided learning hours:	25

### Unit purpose and aim

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This unit helps learners to plan and allocate the work of a team. It also covers how to support, monitor and improve team performance

Learning Outcomes	Assessment Criteria	Exemplification
1 Be able to plan work for a team	<p>1.1 Agree team objectives with own manager</p> <p>1.2 Develop a plan for a team to meet agreed objectives, taking into account capacity and capabilities of the team</p>	<p>This may include:</p> <ul style="list-style-type: none"><li>• Achievable targets</li><li>• Allocation of work.</li></ul> <p>This may include:</p> <ul style="list-style-type: none"><li>• Health and Safety</li><li>• Team composition, skills and numbers</li><li>• Allocation of work, ensuring fairness and detail</li><li>• Priorities</li><li>• Significant target dates.</li></ul>
2 Be able to allocate work across a team	<p>2.1 Discuss team plans with a team</p> <p>2.2 Agree work allocation and SMART (Specific, Measureable, Achievable, Realistic and Time-bound)</p>	<p>This may include:</p> <ul style="list-style-type: none"><li>• Team's contribution to organisational objectives</li><li>• Team plan</li><li>• How the roles will be allocated</li><li>• Expected performance of team and individual members</li><li>• Targets and Key Performance Indicators for team.</li></ul> <p>This may include:</p> <ul style="list-style-type: none"><li>• Team make up</li><li>• Contribution levels</li></ul>

Learning Outcomes	Assessment Criteria	Exemplification
	<p>objectives with team members</p> <p>2.3 Agree standard of work required by team</p>	<ul style="list-style-type: none"> <li>• Measured targets</li> <li>• Time scales</li> <li>• Standards required.</li> </ul> <p>Could include:</p> <ul style="list-style-type: none"> <li>• Organisations or Industry specific</li> <li>• Team's standards, agreed through objectives</li> <li>• Targets or performance related.</li> </ul>
<p>3 Be able to manage team members to achieve team objectives</p>	<p>3.1 Support all team members in order to achieve team objectives</p>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Individual training needs</li> <li>• Resources available</li> <li>• Other team member's contribution</li> <li>• One to one discussions.</li> </ul>
<p>4 Be able to monitor and evaluate the performance of team members</p>	<p>4.1 Assess team member's work against agreed standards and objectives</p> <p>4.2 Identify and monitor conflict within a team</p> <p>4.3 Identify causes for team members not meeting team objectives</p>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Evaluation of contribution</li> <li>• Current output / performance of team member</li> <li>• Effect of others on team member's work.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Incidents reported</li> <li>• Effect on personal work related targets by others</li> <li>• Perceptions of others</li> <li>• Development needs.</li> </ul> <p>This may include:</p> <ul style="list-style-type: none"> <li>• Unreasonable targets</li> <li>• Training needs</li> <li>• Not suitable for role</li> <li>• Outside influences.</li> </ul>
<p>5 Be able to improve the performance of a team</p>	<p>5.1 Identify ways of improving team performance</p>	<p>This may include:</p> <ul style="list-style-type: none"> <li>• Training</li> <li>• Team events (inclusion)</li> <li>• One to one discussions</li> <li>• Feedback on overall team performance, team talks and meetings</li> <li>• Improvement groups within the team.</li> </ul>

Learning Outcomes	Assessment Criteria	Exemplification
	5.2 Provide constructive feedback to team members to improve their performance	This may include: <ul style="list-style-type: none"> <li>• Appraisals</li> <li>• One to one discussions</li> <li>• Meetings.</li> </ul>
	5.3 Implement identified ways of improving team performance	This may include: <ul style="list-style-type: none"> <li>• Improvement groups</li> <li>• Team champions on team topics</li> <li>• Team Talks</li> <li>• Presentations.</li> </ul>

## Assessment

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This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which will need to be made available to the OCR external verifier.

Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. Assessment must be based on naturally occurring evidence from the workplace.

## Evidence requirements

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In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. 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

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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 of planning and monitoring work in your team
- Your team plan
- Minutes of meetings with your team
- Key performance indicators and monitoring information
- Cost benefit analyses that you have conducted in relation to your team's plan
- Reports you have written in respect of the impact on achieving business objectives

## Details of relationship between the unit and national occupational standards

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This unit is based on the NOS produced by the Management Standards Centre (MSC)

Management and Leadership NOS unit D5 Allocate and check work in your team and D6 Allocate and monitor the progress and quality of work in your area of responsibility

**NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at [www.ukstandards.co.uk](http://www.ukstandards.co.uk).**

## Resources

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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

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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](http://www.ocr.org.uk)

## OCR Level 2 NVQ Certificate in Team Leading

### Evidence Record Sheet

#### Unit 4 Plan, allocate and monitor work of a team (D5)

I confirm that the evidence provided is a result of my own work.

Signature of candidate: \_\_\_\_\_ Date: \_\_\_\_\_

Evidence reference	Evidence title	Assessment method	LO1		LO2			LO3	LO4			LO5		
			1.1	1.2	2.1	2.2	2.3	3.1	4.1	4.2	4.3	5.1	5.2	5.3

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: \_\_\_\_\_ Name (in block capitals): \_\_\_\_\_ Date: \_\_\_\_\_

Countersignature of qualified assessor (if required) and date: \_\_\_\_\_

IV initials (if sampled) and date: \_\_\_\_\_ Countersignature of qualified IV (if required) and date: \_\_\_\_\_

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