

Unit Title: **Work with other people in a business environment**

OCR unit number	105
Sector unit number	A/601/2452
Level:	1
Credit value:	2
Guided learning hours:	9

Unit purpose and aim

This unit is about working as part of a team and contributing to the work of the team as a whole to achieve agreed goals and objectives.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1. Know how to work with others</p>	<p>The Learner can:</p> <p>1.1 State advantages of working with others to achieve goals and objectives</p> <p>1.2 Describe how own job role fits into the organisation's structure</p> <p>1.3 Describe the role of being a member of a team</p> <p>1.4 Describe the organisational systems and procedures relevant to own role working with others</p> <p>1.5 Outline who to consult if unsure about policies, objectives, systems and values</p> <p>1.6 Describe situations in which team members might need support and how to provide this</p> <p>1.7 Describe the purpose and benefits of respecting others</p> <p>1.8 Give examples of behaviour that promotes a good image of the organisation</p> <p>1.9 Describe the purpose of</p>	<p>Learning outcomes 1, 2, 3 and 4 must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, can be evidenced across units.</p>

	quality measures	
2. Know when to communicate when working with others	2.1 Give examples of situations where communicating with others is needed 2.2 List different methods of communication	
3. Know how to deal with problems when working with others	3.1 Describe problems that may occur in own work, and how to deal with them	
4. Understand what is meant by feedback	4.1 Explain what is meant by feedback	
5. Be able to work with others	5.1 Work in a way that supports the team's objectives 5.2 Follow systems and procedures that are relevant to the job role 5.3 Communicate with other people in a team, as required 5.4 Make sure own work goals and objectives are understood and make good use of own abilities 5.5 Ask for clarification and support, as required 5.6 Show respect for individuals in a team 5.7 Provide support to other team members as appropriate to the job role 5.8 Behave in a way that promotes a good image of the company 5.9 Work with colleagues to make sure own work meets agreed quality standards and is on time	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to work with other people in a business environment
6. Be able to deal with problems	6.1 Identify problems affecting own work 6.2 Refer problems, as required	
7. Be able to receive and use feedback	7.1 Receive constructive feedback on own work 7.2 Use feedback to agree improvements in own work	

Assessment

This unit is centre assessed and externally verified. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated organisational policies and procedures
- Appraisal or work review
- Minutes of team meetings
- Feedback received from colleagues
- Internal communications between colleagues
- Development plans
- Detail of where team working has occurred
- Referral of or discussion relating to a problem

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAG129 Work with other people in a business environment

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	
Reading	✓	Analysing		Find and select information	✓
Writing		Interpreting		Develop, present and communicate information	

Resources

Access to a working environment with associated equipment and resources

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 .