Unit Title:	**Behaving appropriately at work**
OCR unit number:	N17
Life and Living Skill Area:	World of Work
Level:	Entry 3
Credit value:	1
Guided learning hours:	10

Unit purpose and aim

This unit introduces learners to expectations of appropriate behaviours and attitudes in the place of work. The unit will cover the use of appropriate behaviours and attitudes needed to work day to day with colleagues. It will cover some of the key behaviours and attitudes needed to work with immediate colleagues in straightforward situations.

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
The Learner will:	**The Learner can:**	
1 Know what attitudes and behaviours will be expected from employees by employers	1.1 Identify expectations for appropriate attitudes and behaviours in the place of work	The learner finds out about workplace expectations for their attitude and behaviour at work. For example: the learner discusses commonplace expectations for behaviour and attitude in discussions with a career specialist, tutor or workplace supervisor and notes some appropriate expectations; the learner identifies appropriate behaviours from role play activities or demonstration audio/audio visual recordings; the learner completes a simple pre-employment questionnaire to identify appropriate attitudes and behaviours at a given workplace.
	1.2 Give one reason why it is important for employees to demonstrate appropriate attitudes and behaviours	The learner can provide one reason for an employee to show appropriate attitudes and behaviours in the workplace. For example activities could include: the learner may discuss the consequences of not behaving or having an appropriate attitude at work, such as an unhappy workplace, loss of customers and potentially loss of job, or

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		even risk to health and safety of self and others; suggest the outcome of a role play if the employee had not demonstrated appropriate behaviours or attitudes; produce a simple picture or diagram showing one or more possible outcomes from employees not demonstrating an appropriate attitude or behaviour at work. Information to support assessment can be provided in a format accessible to the learner including text based, Braille, audio recording, signed and spoken etc.
2 Be able to demonstrate positive and confident attitudes and behaviours when working with others	2.1 Participate in an activity in which they demonstrate appropriate attitudes and behaviours in the place of work	The learner will take part in a simple activity where they demonstrate appropriate attitudes and behaviours in the workplace. Activities could include: team based tasks where positive attitudes to other people, working together to achieve a goal and considerate behaviour can be demonstrated; supervised working with customers can provide an opportunity for feedback on attitudes such concern for quality of customer service and behaviours such as politeness and a helpful approach can be shown; completing an individual task with minimum supervision to an appropriate standard can demonstrate a conscientious attitude and reliable behaviour with attention to detail.
	2.2 Give 2 reasons why the attitudes and behaviours they demonstrated are important, thinking about it from an employer's and a work colleague's point of view	The learner will present two reasons why the attitudes and behaviours demonstrated in assessment criteria 2.1 are important for an employer and their work colleagues. For example: working as a team helps everybody get work done more quickly and efficiently, so colleagues get their work completed on time, and their employer meets their business targets; being polite and helpful to customers means that the

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		business is more likely to be successful so their employer can think about expanding the business and colleagues jobs can be secure; being able to complete tasks on their own means that the employer and colleagues can concentrate on other tasks which can help to make the business more successful and could even mean a pay rise for everyone.

Assessment

This unit may be assessed using any method, or combination of methods, which clearly demonstrate that the learning outcomes and assessment criteria have been met.

This unit will be assessed at Entry Level 3 and the methods of assessment will be appropriate to the learner's assessment and learning needs. To meet the assessment criteria the learner will demonstrate that they can identify expectations for appropriate attitudes and behaviours in the work place as well as giving one reason why it is important for employees to demonstrate appropriate attitudes and behaviours in a work environment.

In addition assessment will provide the learner with the opportunity to participate in an activity where they demonstrate appropriate behaviours and attitudes for a place of work and can give two reasons why demonstrating these appropriate attitudes and behaviours is important from an employer's and their work colleagues' points of view

Assessment materials and information may be presented in a variety of formats appropriate for the learner and their assessment/educational/workplace environment. For example: text-based, computer, adapted technology, Braille, audio and audio/visual, photographs, spoken, signed, Braille, diagrams and raised diagrams etc formats. This list is not exhaustive

Possible ways of demonstrating that the assessment criteria have been met are provided in the third column of the unit, these are examples only, learners may demonstrate their ability to meet the criteria in many other ways.

Evidence requirements

This unit introduces learners to expectations of appropriate behaviours and attitudes in the place of work.

Evidence will be appropriate to the learner's needs, workplace, study and/or assessment environment

The Record of Assessment and Evidence for this unit must be completed in full and signed by the assessor to confirm the evidence is authentic and meets the requirements of the learning outcomes and assessment criteria. The completed Record of Assessment and Evidence, together with any other appropriate form of evidence that has been generated for the unit, must be submitted for moderation.

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