



Oxford Cambridge and RSA

OCR Level 2 NVQ Certificate in Team Leading – Unit 2

Unit Title:	Develop working relationships with colleagues (D1)
OCR Unit Number:	2
Unit Number:	H/600/9660
Level:	2
Credit value:	3
Guided learning hours:	15

Unit purpose and aim

This purpose of this unit is to provide learners with the knowledge and understanding how to develop working relationships with colleagues. It also covers the benefits and of effective working relationships.

Learning Outcomes	Assessment Criteria	Exemplification
1 Understand the benefits of working with colleagues	1.1 Describe the benefits of productive working relationships	This may include: <ul style="list-style-type: none">• Work on mutual objectives• Effective communication• The importance of exchanging information• Feedback on own colleagues work.
2 Be able to establish working relationships with colleagues	2.1 Identify colleagues within own and other organisations 2.2 Agree the roles and responsibilities for colleagues	This may include: <ul style="list-style-type: none">• Team members• Sector specific contacts• Project partners internal and external: finance, legal, human resources, planning, service and contract managers, fellow line managers. This may include: <ul style="list-style-type: none">• Relevance to the work being carried out• Decision makers• Line responsibilities.

Learning Outcomes	Assessment Criteria	Exemplification
3 Be able to act in a professional and respectful manner when working with colleagues	3.1 Explain how to display behaviour that shows professionalism	This may include: <ul style="list-style-type: none"> • Mutual support • Respect • Co-operation and helpfulness • Honour commitments • No unreasonable requests.
4 Be able to communicate with colleagues	4.1 Identify, information to others clearly and concisely 4.2 Explain how to receive and clarify own understanding of information	This may include: <ul style="list-style-type: none"> • Colleagues needs and motivations • Agreement of expectations • Agree communication methods. This may include: <ul style="list-style-type: none"> • Feedback • Agreed communication methods • Reviews and progression timings • Meetings • Team Talks • Presentations.
5 Be able to identify potential work-related difficulties and explore solutions	5.1 Identify potential work-related difficulties and conflicts of interest 5.2 Explain how to resolve identified potential difficulties	This may include: <ul style="list-style-type: none"> • Conflict of interest • Unreasonable requests • Impact of own actions • Unable to meet agreed expectations. This may include: <ul style="list-style-type: none"> • Feedback • Apply codes of practice, internal or industry guidelines • Agreements, contractual or informal.

Assessment

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

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

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 working relationships

Details of relationship between the unit and national occupational standards

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

Management and Leadership NOS unit D1 Develop productive working relationships with colleagues.

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

Resources

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

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 Level 2 NVQ Certificate in Team Leading

Evidence Record Sheet

Unit 2 Develop working relationships with colleagues (D1)

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	2.1	2.2	3.1	4.1	4.2	5.1	5.2

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: _____

(Page of)