

F799 04 (AC1) Contribute to the Quality of Team Working

Elements of competence

AC1.1 Contribute to effective team working

AC1.2 Contribute to the development of team working

About this Unit

This Unit is about the role that an individual has in contributing to the quality of team working. This is an essential aspect of all jobs in the justice sector.

This Unit covers the individual contributing to the ongoing work of the team and also the development of the team so that it can improve its effectiveness and respond to changes in legislation, policies and practice.

Target Group

The Unit is designed to be applicable to everyone who works in the justice sector.

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit — please see details overleaf.

F799 04 (AC1) Contribute to the Quality of Team Working

Specific Evidence Requirements for this Unit
Simulation:
Simulation is not permitted for any part of this Unit.
The following forms of evidence ARE mandatory:
Direct Observation: Your assessor or expert witness must observe you in real work activities which provide a significant amount of the Performance Criteria for most of the Elements in this Unit. For example your assessor may see you contributing at a team meeting or development day where you are reviewing and evaluating the work of the team and the individuals within the team. The discussions may relate to any aspects of your work including individual and group-work activities. Your assessor may also wish to observe your practice during supervision or appraisal process.
Reflective Account/professional discussion: These will be an explanation or a description of your practice in particular situations based on current working practices. For example an account of you reflecting on your own practice identifying your strengths and areas which require improvement. You should also reflect on your team as a whole and the part that you play in particular situations identifying and evaluating practice and method and strategies that could be use to improve performance.
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice.
Expert Witness: A designated expert witness may provide direct observation of practice, questioning, undertaking a professional discussion or providing feedback on a reflective account. Working with offending behaviour can pose a number of challenges for Direct Observation of practice by assessors not based in the workplace and it is vital that expert witnesses are identified at the planning stage as they will be require to work closely with your assessor in the evidence gathering process.
Witness testimony: Can be a confirmation or authentication of the activities described in your evidence which your assessor has not seen. This could be provided by a work colleague or another key person. It is NOT appropriate to use witness testimony from any offenders/member of their family or circle of friends.
Products: These can be records and reports you have produced for eg records of development days which highlight the contributions you made t evaluating your own practice and that of the team. These could also be records of evaluation of particular programmes in which you have been involved. You also could use records of supervision and/or appraisal where there is particular reference to your working practices and/or any agency approved forms and records.
Due to the nature of this Unit considerable care should be given to the inclusion of any anonymised records in your portfolio. They should remain where they are normally stored and checked for their authenticity by your assessor as well as occasionally by your Verifier. Where records are included great care should be taken to ensure they are anonymised to ensure confidentiality.

F799 04 (AC1) Contribute to the Quality of Team Working

General guidance

- ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods (including potential products) and the tasks and activities you will be undertaking to demonstrate your competence.
- ◆ Evidence must be provided for ALL of the Performance Criteria, ALL of the knowledge and parts of the range/scope that are relevant to your job.
- ◆ Candidates and assessors should ensure that knowledge evidence should be integrated into the reflective accounts, direct observations and if appropriate in professional discussions. Care should be taken to avoid assessment of knowledge through set or banks of questions as they generally do not reflect real work practice.
- ◆ The evidence must reflect the policies and procedures of your workplace and be linked to the current legislation, values and principles of best practice within the Community Justice Sector and in particular those staff working with Offenders.
- ◆ All evidence must relate to your own work practice.

F799 04 (AC1) Contribute to the Quality of Team Working

Knowledge Specification

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Knowledge Specification for Element AC1.1	
1 The relevant legislation, organisational policies and procedures that apply to the work of your team, the overall purpose of your work and the services that you offer.	
2 The nature and limits of your own job and how it relates to the work of others in the team and the wider organisation.	
3 Your own knowledge, skills and competence and the limits of these.	
4 The contributions that others make to the overall work of the team and how to value and respect this.	
5 How to organise your own work so that you can do your own work effectively.	
6 How to use the resources for which you have responsibility efficiently and effectively.	
7 The reasons why efficient and effective resource use is important for the effective delivery of services.	
8 The different ways in which you can help other team members to work effectively and make changes in their practice, and why different methods might be appropriate at different times and with different people.	
9 The issues in team working and team practice that are likely to affect the quality of work and how to address these.	
10 The reasons for you taking an active part in evaluating and reviewing the team's work, and contributing to the changes that need to be made.	
Knowledge Specification for Element AC1.2	
1 The relevant legislation, organisational policies and procedures that apply to the work of your team, the overall purpose of your work and the services that you offer.	
2 How the legislation, policies and procedures that apply to your work are changing and how this will affect your own work.	
3 The reasons for you taking an active part in evaluating and reviewing the team's work, and contributing to the changes that need to be made.	
4 How to think about and identify the implications for team practice due to changes in legislation, organisational policies, procedures and structures.	
5 The reasons for seeking support when you are unsure of how to change your practice.	
6 Why it is important for you to offer suggestions on how services can be improved and alert people to issues in policies, organisational procedures and structures.	

F799 04 (AC1) Contribute to the Quality of Team Working

AC1.1 Contribute to effective team working

Performance Criteria		DO	RA	EW	Q	P	WT
		1	Act in accordance with relevant legislation, policies, procedures and other quality approaches.				
2	Work: <ul style="list-style-type: none"> ◆ within your own competence ◆ within levels of responsibility and accountability in the work team and organisation ◆ as agreed with the team ◆ in a way that promotes the equality and values the diversity of everyone in the work team 						
3	Organise your own work to meet work priorities.						
4	Use and maintain resources efficiently and effectively.						
5	Act in a way that enables other team members to undertake their work effectively.						
6	Monitor the quality of work and alert others to quality issues.						
7	Work with other team members to evaluate and review the team's work.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

Scope for Element AC1.1

- 1 **Enable other team members** through:
 - (a) communicating effectively
 - (b) maintaining good work relationships
 - (c) offering support
 - (d) acting constructively when there are any issues in the team

Explanatory notes for Element AC1.1

In Performance Criterion 1 relevant legislation, policies and procedures may relate to a number of different aspects such as:

- ◆ accident incident reporting
- ◆ equality and diversity
- ◆ employment
- ◆ harassment and bullying
- ◆ the management of risk

In Performance Criterion 4 resources will include: your own and other's time, equipment, materials, facilities, and finance.

F799 04 (AC1) Contribute to the Quality of Team Working

Explanatory notes for Element AC1.1 (cont)

In Performance Criterion 6 quality issues might relate to: complaints, gaps, incidents, lack of knowledge and skills, mistakes and errors, poor communication, resourcing, team working, workload (individual and team).

In Performance Criterion 7 evaluation and review of the team's work might include: auditing, appraising own and team's practice in the light of research exercises, benchmarking, surveys — staff and user.

F799 04 (AC1) Contribute to the Quality of Team Working

AC1.2 Contribute to the development of team working

Performance Criteria		DO	RA	EW	Q	P	WT
		1	Make constructive suggestions as to how your own work and the work of the team can be improved.				
2	Alert the relevant people to any issues in policies and procedures which are affecting the effectiveness of services and team working.						
3	Discuss and agree with the work team any changes that need to be made and how these will be done.						
4	Make agreed changes to own work in a constructive manner and within the agreed timescales.						
5	Seek support when you are unsure how to change your own practice.						

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Scope for Element AC1.2

- 1 **Changes:**
 - (a) to your own work
 - (b) to the work of the team

F799 04 (AC1) Contribute to the Quality of Team Working

To be completed by the candidate

I submit this as a complete Unit

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I certify that sufficient evidence has been produced to meet all the Elements, PCs and Knowledge of this Unit.

Assessor's name:

Assessor's signature:

Date:

Assessor/internal verifier feedback

To be completed by the internal verifier if applicable.

This section only needs to be completed if the Unit is sampled by the internal verifier.

Internal verifier's name:

Internal verifier's signature:

Date: