

ASTC105 (SQA Unit Code - FM0K 04)

Work with others and follow reporting procedures



Overview

This unit is about working with others with the same occupation as yourself in your organisation. It is about giving help to others when they need it and responding appropriately when disagreements arise.

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Performance criteria

- You must be able to:*
- P1 follow any procedures for entering and leaving the workplace and remain alert to safety risks when doing so
 - P2 make sure your behaviour and personal presentation convey to others a positive image of your organisation and/or workplace
 - P3 make sure you understand the requirements of the work schedule and what the team needs to do to complete the work
 - P4 agree how to share work with others in a way that helps the team to work effectively
 - P5 within the limits of your responsibility, welcome others to the workplace and make them aware of all the things they need to know, such as workplace procedures and basic work routines
 - P6 within the limits of your expertise and responsibility, show others how to do any tasks they may not have done before
 - P7 answer any questions and provide help to other members of staff within the limits of your role and their needs
 - P8 handle disagreements with other people in a way that does not harm the work of the team or the reputation of the organisation
 - P9 report to the relevant person disagreements that you are not in a position to handle
 - P10 report to the appropriate person any problems that you are not able to deal with alone or which may affect the health and safety of yourself and others and/or the integrity of the workplace
 - P11 record any breakages, damage or disruption to the workplace and report these to the appropriate person
 - P12 report to the appropriate person any work you have been unable to complete and agree arrangements for completing the work
 - P13 ask for help from other people when you need it
 - P14 respond to customers and others positively and provide any information in a style that is suited to their needs and helps them

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Knowledge and understanding

You need to know and understand:

- K1 procedures for entering and leaving the workplace and why these should be followed
- K2 the levels of presentation and behaviour expected by your workplace / employer and why it is important to make a positive impression on others
- K3 how to assess the most appropriate way of communicating with others and why it is important to help them understand
- K4 where to obtain your work schedule and instructions
- K5 tasks that may be shared amongst the team
- K6 the limits of your responsibility in demonstrating tasks to others
- K7 areas of your work in which you are able to assist your colleagues
- K8 how to handle disagreements in a way that does not harm the work of the team and why it is important to resolve them as soon as possible
- K9 the types of problems and risks that you are able to deal with yourself and how to do this
- K10 procedures for recording damage, breakages and/or disruption and why it is important to be honest about causing any of these
- K11 when you should report disagreements and to whom they should be reported
- K12 how to ask for help in carrying out your work

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