

Unit	Personal Effectiveness 3	
SSC Code	PE3	
SQA Code	H39F 04	
SCQF Level	8	
SCQF Credit Value	15	
Guided Learning Hours		
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1 Develop own personal and professional skills	1.1 analyse own development needs and the activities needed to meet them 1.2 seek and interpret feedback from others on performance 1.3 set and agree career and personal goals 1.4 manage own personal/professional development activities in order to achieve career and personal goals. 1.5 reflect critically on own development	
2 Work as a member of a team to achieve defined goals and implement agreed plans.	2.1 effectively plan and manage own and others time 2.2 recognise and respect diversity, individual differences and perspectives 2.3 accept and provide feedback in a constructive and considerate manner 2.4 review the responsibilities, interests and concerns of colleagues to reduce obstacles to effective teamwork 2.5 resolve obstacles to effective teamwork	
3 Understand what is meant by professional practice	3.1 Interpret the implications for IT & Telecoms professionals of:	

	<ul style="list-style-type: none"> • Data Protection Act • Computer Misuse Act • Communications Act • Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations <p>3.2 Describe the role of professional bodies for IT & Telecoms, and the benefits of membership to individuals and organisations</p> <p>3.3 Explain the importance of quality management systems and standards for systems development</p>
4 Understand the ethical and legislative environment relating to IT activities	<p>4.1 Describe the types of conflicts of interest which can arise for IT or Telecoms professionals</p> <p>4.2 Evaluate the impact on an IT or Telecoms organisation of legislation covering:</p> <ul style="list-style-type: none"> • Processing of financial transactions • Health and Safety • Privacy, Confidentiality and Security • Copyright and Intellectual Property Rights
5 Improve organisational effectiveness	<p>5.1 Interpret the aims and objectives of the organisation</p> <p>5.2 Describe the organisation's brand or image and how it can be promoted</p> <p>5.3 Describe the organisation's structure, roles and responsibilities</p> <p>5.4 Evaluate potential improvements to organisational effectiveness</p>
Additional information about the unit	
Guidance on approaches to assessment	<p><i>This unit must be assessed in the workplace.</i></p> <p>Further guidance is set out in the CBQ Assessment principles developed by e-skills UK and agreed by the Joint Awarding Body Forum.</p>
Details of the relationship between the unit and relevant National Occupational Standards or other professional standards	<p>This unit is based on the e-skills UK NOS for IT professionals (PROCOM) available from www.e-skills.com/nos</p>
Location of the unit within the	IT Professional

subject/sector classification system	
Name of the organisation submitting the unit	e-skills UK