

Template for CBQ units

Unit	Personal Effectiveness 2	
SSC Code	PE2	
SQA Code	H3C4 04	
SCQF Level	6	
SCQF Credit Value	9	
Guided Learning Hours		
Unit summary		
Learning Outcomes The learner will:	Assessment Criteria	
1 Develop own personal and professional skills	1.1 identify own development needs and the activities needed to meet them 1.2 obtain and review feedback from others on performance 1.3 agree personal goals and plan development activities to meet them	
2 Work as a member of a team to achieve defined goals	2.1 plan and manage own time to meet team objectives 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	
3 Understand what is meant by professional practice	3.1 Assess the implications for IT and Telecoms professionals of: <ul style="list-style-type: none"> • Data Protection Act • Computer Misuse Act • Communications Act • Telecommunications (Lawful Business Practice) 	

	<p>(Interception of Communications) Regulations</p> <p>3.2 Identify the role of professional bodies for IT and Telecoms, and the benefits of membership to individuals and organisations</p> <p>3.3 Describe 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 impact on the IT and Telecoms activities of your 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 <p>4.2 Describe the types of conflicts of interest which can arise for IT and Telecoms professionals</p>
5 Improve organisational effectiveness	<p>5.1 Describe 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 Identify the organisation's structure, roles and responsibilities</p> <p>5.4 Identify and justify 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 subject/sector classification system	IT Professional
Name of the organisation submitting the	e-skills UK

unit	
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