

2142 Maintain effective working relationships in livestock markets

SQA Unit Code

H3DA 04

Level 2

SCQF Level 5

Credit value 3

Unit Summary

In maintaining good working relations with other people, you are expected to communicate clearly with others. It is important that, during all activities, you recognise the limits of your own ability and ask for assistance or advice whenever it is required. You are expected to carry out your work tasks as requested and to seek further advice from the appropriate person if necessary.

This unit is for you if you work in a livestock market.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show:
<p>1. Maintain effective working relationships with others</p> <p>This means you:</p> <p>Maintain appropriate and effective working relationships with colleagues, customers and the general public</p> <p>Carry out activities requiring co-operation with colleagues, customers and the general public in accordance with organisational requirements</p> <p>handle disagreements effectively in an appropriate manner</p> <p>Communicate clearly and in a manner which promotes effective working relationships</p> <p>forward any messages to the correct person or people within suitable timescales</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <i>bold italics</i></p> <p>Evidence of maintaining effective working relationships with others as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance,

other assessment methods should be used.

1. reasons why effective working relationships are important
2. methods of working effectively with others
3. methods of handling disagreements within the workplace
4. levels of responsibility in relation to handling disagreements
5. methods of communicating effectively
6. the reasons why effective communication is important

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written