SQA Accreditation

WORKING WITH OTHERS
SCQF Level 6

WORKPLACE
CORE SKILLS UNIT

What are Core Skills?

Core Skills are skills and abilities that everyone needs in their work. This is true for every job in every workplace.

The Core Skills are:

- Communication
- Numeracy
- Information and Communication Technology
- Problem Solving
- Working with Others

Employers look for Core Skills when they are appointing new staff. They also expect their existing staff to have these skills.

Core Skills are important because they help you work effectively in your present job and also prepare you for jobs that you will do in future. Developing your Core Skills helps you deal with today's rapidly changing world and improve your career prospects.

What is this Core Skills Unit about?

This Unit is about working co-operatively with others on a workplace activity and/or activities that involve complex interactions.

Your assessor will explain anything in this Unit that you do not understand.

What should I know or be able to do before I start this Unit?

You should either:

- have achieved the Core Skills Unit in Working with Others at SCQF level 5 or an equivalent qualification

or

- be able to show that you have experience of working co-operatively with others in the workplace, for example working with colleagues to implement a promotional activity designed to attract members of the public along to an open day that your company is holding; organising with colleagues a whole day meeting which is taking place in your firm and involves external presenters and participants from your own workplace and from outside organisations; being part of a committee responsible for organising a social function for your company's employees

What do I need to do?

You will need to carry out each of the following two tasks.

Task 1: Work co-operatively with others

Work co-operatively with at least one other person who may be a colleague, client or customer to achieve a common goal. To do this you will have to:

- analyse the requirements of your own role and the roles of others within the co-operative activity and/or activities and the relationship between them
- organise your own role to contribute effectively to the co-operative activity and/or activities, adapting it as necessary
- negotiate realistic working methods that are consistent with the resources available, including people
- promote co-operative working towards a consensus by, for example:
  - offering encouragement
  - valuing diversity
  - sharing resources
  - dealing sensitively with disagreement
- modify your behaviour to meet the needs of others and of different situations
- motivate yourself and others to progress towards a common goal, overcoming any barriers and/or difficulties

Task 2: Checking and evaluating

Check how well you and others involved contributed to the co-operative working activity and/or activities. To do this you will have to:

- develop criteria that you can use to evaluate your own contribution and the contribution of others involved, for example:
  - did you use interpersonal skills to best effect, when in challenging situations
  - did you organise your own role effectively
  - did you motivate and value yourself and others
  - did you negotiate appropriate working methods
  - did others involved act and behave in a similar way
  - was the common goal achieved effectively?

- seek and consider feedback and advice on your contribution and the overall effectiveness of the co-operative activity and/or activities

- use your chosen criteria and feedback to evaluate how well you co-operated with others, and how well the co-operative working arrangements operated overall, justifying your conclusions with supporting evidence

- use conclusions and reflection to set objectives for how you could improve your own co-operative working skills and make recommendations on any future co-operative working arrangements

How will I show that I have achieved this Unit?

You will need evidence to show that you have achieved both the tasks in this Unit.

Some of the evidence will come from your assessor watching you carrying out some tasks involving other people at work. In addition, your assessor may ask you questions to check your knowledge, understanding, and practical abilities, and make notes or a recording of what was said and/or done.

You may have video evidence or written evidence such as completed forms, notes of discussions, a diary, or blog. You may also have e-mails that show how you co-operated or have noted your thoughts on how well you think you co-operated.

You are allowed to gather evidence from several activities where you work with others that show that you can do both tasks

What might be involved?

This Unit may be achieved in many ways. Examples of an activity and/or activities you might do are:

- devise, promote, and implement a project to reduce waste in the workplace, including measures such as recycling and improving energy efficiency

- organise with colleagues a two-day residential conference that involves external presenters and participants from your own workplace and from outside organisations

- participate in a team that is responsible for reviewing the skills needs of new trainees on an on-going basis

What can I do next?

You could consider doing other Core Skills Units in:

- Communication
- Information and Communication Technology
- Numeracy
- Problem Solving

Your assessor can advise you about this.

Guidance for assessors

Further information about delivery, assessments and evidence requirements for this Unit can be found in the corresponding Assessment Support Pack. In addition, the *Guide to Assessing Workplace Core Skills* provides further information on assessment.

Disabled learners and/or those with additional support needs

The additional support needs of individual learners should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative competence standards for Units.

Additional advice and guidance for learners with disabilities and/or additional support needs should initially be discussed with the centre where the learner is registered.

If the centre is unable to offer a satisfactory solution then the learner, usually in conjunction with the centre, should contact the External Verifier of the Awarding Body where the learner is registered for certification.

Information on Awarding Body requirements to become an 'approved' Awarding Body is published in the SQA Accreditation *Awarding Body Criteria (2007)*.

http://www.sqa.org.uk/files_ccc/AccreditationAwardingBodyCriteria.pdf

ADMINISTRATION INFORMATION

Credit Value

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