SQA Accreditation

WORKING WITH OTHERS
SCQF Level 4

WORKPLACE
CORE SKILLS UNIT

What are Core Skills?

Core Skills are skills and abilities which 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 which 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 which involve straightforward interactions.

Your assessor will explain anything in this Unit which 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 3 or an equivalent qualification

or

- be able to show that you have some experience of working co-operatively with others in the workplace - for example, organising with colleagues, a meeting for staff in your company; planning a party or day out for children in your nursery; ensuring all resources are ready for your stylist to complete client work

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:

- use straightforward interpersonal skills
- work with others to identify the main roles within the co-operative working activity and/or activities, what your role is, what tasks you will do and how they relate to the roles of others involved
- carry out your role, adapting your actions and behaviour as appropriate, for example:
  - if you need to cover for someone who is off ill, where roles overlap
  - if the timescale changes
- ask politely for information and support from others, for example:
  - can they assist you if you need help
  - can they provide resources you need?
- look for ways to be helpful in providing information and support to others, for example:
  - offering encouragement
  - recognising their strengths, skills and preferences
  - listening to their needs and wishes
  - responding sensitively to their needs
  - sharing resources
  - demonstrating or explaining something you know more about

Task 2: Checking and evaluating

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

- decide on measures you can use to judge how well you co-operated with others, for example:
  - did you use interpersonal skills well
  - did you complete all your activities
  - did you adapt your role to suit any changing circumstances
  - did you seek support from others
  - did you help, support and encourage other people
  - did you respond sensitively to others' needs?

- ask for feedback on your contribution to the co-operative activity and/or activities from others involved

- use your chosen criteria and feedback to make a decision on how well you co-operated with others, and how well the co-operative working arrangements operated overall, for example:
  - what did you do particularly well
  - how you dealt with any difficulties
  - how did you and others interact with one another
  - was the common goal achieved effectively?

- set objectives for how you could improve your own co-operative working skills and 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 which 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:

- work with colleagues to carry out a money raising event for a charity which your company supports
- work with others to safely and effectively prepare a kitchen area for refurbishment
- take part in a skills competition with your workmates

What can I do next?

You could move on to the Working with Others Core Skills Unit at SCQF Level 5.

You could consider doing other Core Skill Units in:

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

Your assessor can advise you about this.

Guidance for assessors

Further information about delivery, assessment 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.

Learners with disabilities and/or 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

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