

SFLLO11 SQA Unit Code (FA0M 04)

SfL11 Make an effective contribution to the business



Overview

What this standard is about

This standard is about understanding the organisations aims and procedures. It covers identifying individual and group targets, requirements and responsibilities. It is about helping colleagues and knowing how to communicate with others. It requires drivers to be aware of how they can improve their own performance

Who this standard is for

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

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Performance criteria

You must be able to:

- P1 confirm tasks, priorities and responsibilities clearly and accurately with colleagues and/or the person setting them
- P2 perform work tasks in ways that are consistent with good practice in your organization
- P3 maintain your personal appearance, equipment and the work area in accordance with the organizations requirements and image
- P4 report clearly, accurately and promptly the circumstances that prevent achievement of quality standards, to the relevant person
- P5 identify your own learning needs accurately from feedback and observation of your performance from people in a position to give it
- P6 seek and take realistic opportunities to meet your learning needs
- P7 offer support to colleagues that is relevant to their priorities and consistent with meeting your own responsibilities
- P8 identify and solve misunderstanding and conflicts that are detrimental to working relationships
- P9 promptly action requests by others that fall within your responsibility
- P10 **communicate effectively** with other people
- P11 ask colleagues for information and assistance in a clear and constructive manner
- P12 comply with organisation's procedures and all relevant legal, safety and operating requirements

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Knowledge and understanding

You need to know and understand:

- K1 the importance of understanding your own work role.
- K2 the quality and output requirements of yourself and colleagues
- K3 agreed working practices
- K4 requirements for **special clothing**, standards of appearance and methods for maintaining your equipment and work area
- K5 circumstances that may prevent you meeting quality standards and what action should be carried out
- K6 the importance of feedback in improving personal work performance
- K7 how to identify learning needs
- K8 opportunities for learning that are available and how to select the relevant ones
- K9 how to recognise when colleagues need support and how to decide if giving support is consistent with your responsibilities
- K10 the importance of supporting colleagues and the difference it makes to productivity
- K11 the importance of recognising difficulties and misunderstandings and ways of dealing with them constructively
- K12 how to **communicate effectively** with others
- K13 how to make and respond to requests for support constructively, including how to respond when you cannot action requests
- K14 what the organisation's procedures and all relevant legal, safety and operating requirements are

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Additional Information

Glossary

1. **Communicate effectively:** verbal, electronic, written
2. **Special clothing:** PPE, branded workwear

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