

# SKAA316 (SQA Unit Code - FA4Y 04)

## Support other team members in their work



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### Overview

From time to time experienced staff may be responsible for looking after other team members. You could be asked to help with their induction and show them how to do new things at work.

The unit is divided into two parts. The first part describes the two things you have to do. These are

1. help new team members settle in to the workplace
2. show team members how to carry out new tasks

The third part describes the knowledge and understanding you must have.

This unit is for experienced staff who have temporary or possibly ongoing responsibility for the work of others.

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### Performance criteria

*You must be able to:*

#### **Help new team members settle in to the workplace**

- P1 make new team members feel welcome and collect relevant information about them
- P2 introduce new team members to the rest of the team and other relevant people
- P3 encourage the rest of the team to support the new team member while they are settling in
- P4 show the new team member all the resources and facilities they will need
- P5 give new team members the information you have been asked to give them
- P6 check new team members understand what you have told them
- P7 encourage new team members to ask questions if they are unsure about anything
- P8 regularly check for any problems while the new team member is settling in and follow your organisation's procedures for dealing with these
- P9 provide the relevant colleague with information on the team member's progress

*You must be able to:*

#### **Show team members how to carry out new tasks**

- P10 confirm with the relevant colleague what the team member needs to learn
- P11 make sure you have the necessary skills and knowledge
- P12 provide the team member with the information and advice they need, including:
  - P12.1 health and safety requirements
  - P12.2 standard operating procedures
- P13 demonstrate the task safely and correctly
- P14 check that the team member understands what is expected
- P15 observe the team member carry out the task
- P16 identify and correct any mistakes in a way that supports the team member's self confidence and offer positive encouragement
- P17 let your team member practise under supervision until they consistently achieve the standard safely
- P18 make sure all instructions and tasks are in line with organisational and legal requirements
- P19 keep the relevant colleague informed of the team member's progress

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### Knowledge and understanding

*You need to know and understand:*

#### **Help new team members settle in to the workplace**

- K1 the importance of new members of staff settling in to the workplace and what might happen if they do not
- K2 the relevant information you would need to collect about the new team member
- K3 how to encourage good working relationships between new team members and the rest of the team
- K4 the facilities in your workplace that they will need to know about and the best way of showing them
- K5 the basic work routines and standards the new team member will need to know about
- K6 the importance of checking that the new team member has understood what they have been told
- K7 the importance of encouraging the team member to ask questions if they are unsure
- K8 problems that the new team member may experience and how to deal with these

*You need to know and understand:*

#### **Show team members how to carry out new tasks**

- K9 the types of tasks that you need to train your team members in
- K10 the types of situations, equipment and materials that are appropriate for training
- K11 how to instruct team members and demonstrate tasks clearly and correctly
- K12 the importance of making sure the team member understands what they have to do
- K13 the importance of making sure your team member continues to be competently supervised until they can achieve the standard required
- K14 who could provide competent supervision
- K15 what might happen if you undermine their self-confidence when you are correcting their mistakes
- K16 how to offer positive encouragement and why this is important
- K17 the organisational and legal requirements that are relevant to the tasks you are training the team member in

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### **Additional Information**

**Links to other  
NOS** This unit links closely with SKAOSA52

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**Relevant occupations** Associate Professionals and Technical Occupations; Leisure, travel and tourism; Sport, leisure and recreation; Sports and Fitness Occupations

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**Suite** Operational Services

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