FR11 04: Developing Personal and Team Effectiveness Using IT 3

4 SCQF credit points at SCQF level 6

Description: This unit is designed for candidates to start to recognise and respect diversity, individual differences and perspectives and understand how IT can be used to support and enhance both personal and team effectiveness.

Outcome On completion of this unit the candidate should be able to:	Skills & Techniques	Knowledge & Understanding
1. Understand how IT can support personal development		1.Describe how IT tools and resources can support own learning and development 2. Explain how IT tools and systems can be used to support personal performance improvement
2. Use IT to support personal development	1. Implement IT tools and systems to support personal performance and time management 2Develop and implement an action plan to use IT to improve own working practice	
3. Understand how IT can support the development of team effectiveness		1. Describe the roles and responsibilities of team members 2. Explain how IT tools and systems can be used to enhance effective team communications and collaboration 3. Compare ways that IT can be used to overcome obstacles to effective teamwork
4. Work as a member of a team to achieve defined goals and implement agreed plans	1.Assess contribution of own use of IT to team activities 2. Provide feedback to others on their use of IT in a constructive and considerate manner 3. Review feedback from others on own performance and adapt behaviour where	

Outcome On completion of this unit the candidate should be able to:	Skills & Techniques	Knowledge & Understanding
	appropriate 4. Assist others to use new IT tools and systems	

Evidence Requirements

Completion of a portfolio (manual, electronic or combination) to cover all of the Skills and Techniques and Knowledge & Understanding points stated above. The evidence generated should adhere to the Assessment Strategy for this Award.

Outcomes 1 and 3 of this unit **must** be assessed by knowledge assessment. This represents 2 credits from a unit total of 4.

The remainder may be assessed in the workplace or within the areas as described in the Assessment Strategy for this award.

NB: It is possible to achieve this unit by Accreditation of Prior Achievement (APA), however, the relevant evidence must be referenced within the portfolio

General information.

This unit equates to NOS (National Occupational Standards for IT Users 2009) DPE : **Developing Personal and Team Effectiveness Using IT** *This has a stated number of SCQF credit points = 4 at SCQF Level 6*

SUPPORT NOTES

Summary

There are a range of IT tools and techniques that IT users can use to support their own personal and professional development.

Through this unit, candidates start to recognise and respect diversity, individual differences and perspectives and understand how IT can be used to support and enhance both personal and team effectiveness

Candidates will consider how they use information management tools and collaborative workspaces to support personal and team activities

A SCQF level 6 (ITQ level 3) user can investigate and review their use of predefined or commonly used IT tools for activities most of which are complex and non-routine. AS a result of researching and reviewing activities, they will be able to report on and use IT tools to develop personal and team effectiveness.

They will take considerable responsibility and autonomy, and be prepared to offer support and advice to others.

An activity will typically be 'complex and non-routine' because:

♦ the task or context is likely to require research, analysis and interpretation

♦ the work may be undertaken by others

♦ the techniques required will be complex, and the processes may involve analysis, research, identification and application

Examples of context which illustrate typical activities which might be undertaken by users:

- None defined for this Unit.

Examples of content

Content should cover the current usage of ICT systems and software. These examples should reflect tools and techniques which are commonplace within public sector organisations, business and industry.

GUIDANCE ON EXAMPLES OF EVIDENCE

Typical examples of evidence for Outcomes 1 and 3.

Assignments requiring candidate to produce reports based on research into the potential effects of real world applications of IT, upon business, organizations, society and the individual.

Written or verbal knowledge responses, e.g. candidate statements for items such as Terminology. Knowledge test using multiple-choice questions, to measure competence in the knowledge and understanding sections. Professional discussion.

Each assessment instrument chosen could cover Individual or groups of Outcomes, or individual or groups of criteria.

Typical examples of evidence for Outcomes 2 and 4.

observational checklist, product evidence such as screenshots of activities, production of an action plan, personal activity logs, personal statement, professional discussion, witness testimony.

CANDIDATES WITH DISABILITIES AND/OR ADDITIONAL SUPPORT NEEDS
The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative Outcomes for Units. Further advice can be found in the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs* **(www.sqa.org.uk)**.
Unit