

Overview

This unit addresses the competence and knowledge required to work with others. This involves:

- 1 those working in isolation, who need to communicate with others
- 2 those working in groups
- 3 accepting and clarifying responsibilities
- 4 providing and receiving support and feedback
- 5 working in ways which maintain own and others' safety

This unit deals with the following:

- 1 determine and agree individual responsibilities in working with others
- 2 complete work activities in conjunction with others
- 3 provide and receive support and feedback

Previous Version

Adapted from Unit 1.13 of Chemical, Pharmaceutical and Petro-Chemicals Operations NOS – version May 2005.

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Performance criteria

- You must be able to:*
- P1 work safely at all times, complying with health and safety procedures in line with company policies
 - P2 establish that you have the required authority to complete the relevant activity
 - P3 confirm that you understand the work activity
 - P4 identify whether you need to inform others who may be affected by this activity
 - P5 confirm that all relevant people have received the necessary information
 - P6 establish that all relevant people understand and agree to their responsibilities
 - P7 ensure that you know and understand your responsibility in the activity
 - P8 ensure that the activity proceeds as planned and in accordance with company operating procedures
 - P9 keep other relevant people informed of the progress of the activity
 - P10 take appropriate action when disagreement occurs in accordance with company operating procedures
 - P11 identify when assistance is required
 - P12 give assistance when required if it is within the limit of your authority
 - P13 give constructive support and feedback to appropriate personnel
 - P14 accept support and feedback from the appropriate personnel
 - P15 if required, communicate with others by the appropriate method
 - P16 deal promptly with any problems that arise, that are your responsibility
 - P17 inform the appropriate person of any problems you cannot solve and/or are not your responsibility
 - P18 work within agreed time schedules
 - P19 complete any required documentation clearly and accurately
 - P20 provide the documentation to the relevant people

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Knowledge and understanding

You need to know and understand:

- K1 what your personal responsibilities with regard to health and safety in the working area are
- K2 what your legal responsibility for your own health and safety, and the health and safety of others is
- K3 what working practices ensure that the working environment is conducive to good health
- K4 what the approved codes of practice/working practices are and why it is important to follow them
- K5 how and when to complete a work task risk assessment
- K6 when specific site requirements are in place and what to do to comply with them
- K7 the definition of authority and responsibility within the organisation
- K8 how to check whether you have the required authority
- K9 your personal responsibility in the operation
- K10 how to check whether others need to be informed
- K11 how to check that all parties understand what is required of them (if required)
- K12 the method of work activity planned
- K13 why it is important that all personnel understand what is required of them
- K14 methods of monitoring the activity
- K15 how to keep all relevant personnel informed of the progress of the activity
- K16 what actions could be taken when disagreement occurs
- K17 how to identify when assistance may be required
- K18 how to give assistance within your limit of authority
- K19 why it is important to give constructive feedback and support in the operation
- K20 how to give constructive feedback and support within the organisation
- K21 what methods of communication to use and when to use them
- K22 why it is important to deal with problems effectively
- K23 what typical problems may arise and how to deal with them

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- K24 who to inform if you cannot solve the problem and/or it is not your responsibility
- K25 the importance of keeping to agreed time schedules
- K26 what documentation needs to be completed
- K27 the importance of completing documentation/records accurately and clearly
- K28 who the relevant people are to provide the documentation to

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Additional Information

Glossary

Responsibility

The individual's limit of responsibility to complete actions in accordance with the company operating procedures

Authority

The individual's limit of permission to perform the activity involved

Regulations and guidelines

Includes relevant health, safety and environmental regulations, COSHH, Codes of Practice, British, European and International standards, site procedures

Company operating procedures

Includes company requirements, instructions and method statements

Relevant people

As defined in the programme design, log book, company procedures

Communicate

This may include all forms of communication including spoken, written, electronic

Documentation

Includes analysis/report sheets, log book records, certification, exception reports, condition reports

Problems

These include those encountered with either plant/equipment/materials and/or personnel

Feedback/support

Assistance given or received within the organisation. All forms of feedback and support should be constructive

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Working practices

Permit to work, confined space working, working at heights, manual handling, PPE, COSHH etc

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