

## **H5PB 04 (SCDHSC0241) — Contribute to The Effectiveness of Teams**

### **Overview**

This standard identifies the requirements when you contribute to the effectiveness of a team. This includes agreeing your role and responsibilities within the team, participating effectively as a team member and contributing to the team's effectiveness.

## Additional Information

### Scope/range related to Performance Criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

**Behaviour** includes everything you say and everything you do.

**Others** are your colleagues and other professionals whose work contributes to the individual's wellbeing and who enable you to carry out your role.

A **team** is a group of people working together for a specific purpose; it may be a work team, a multi-disciplinary team or a broader multi agency team.

### Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- ◆ to be treated as an individual
- ◆ to be treated equally and not be discriminated against
- ◆ to be respected
- ◆ to have privacy
- ◆ to be treated in a dignified way
- ◆ to be protected from danger and harm
- ◆ to be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- ◆ to communicate using their preferred methods of communication and language
- ◆ to access information about themselves

## Performance Criteria — What you do in your job

You must provide evidence to meet all the 17 Performance Criteria for this Unit. The Performance Criteria are grouped under headings to assist you with planning how best to meet these points.

Place the number of the piece of work where this Performance Criteria has been met in the evidence box after each criteria.

### Agree your role and responsibilities within the team

	<b>Performance Criteria</b>	<b>Evidence Number where this criteria has been met</b>
1	Access information about the <b>team</b> , its objectives and its purpose.	
2	Ensure you understand the information about the team, its objectives and its purpose.	
3	Work with other team members to agree your role and responsibilities and how they contribute to the overall objectives and purpose of the team.	
4	Work with other team members to agree their roles and responsibilities.	
5	Work with other team members to clarify how you can and should contribute to team activities, objectives and purposes.	

### Participate effectively as a team member

6	Carry out your agreed role and responsibilities within the team.	
7	Inform other members of the team about your activities.	
8	Ensure your <b>behaviour</b> towards other team members helps the team to function effectively.	
9	Complete your commitments to other team members effectively and according to overall work priorities.	

### Participate effectively as a team member (cont)

	<b>Performance Criteria</b>	<b>Evidence Number where this criteria has been met</b>
10	Where you cannot complete any commitments within timescales specified, immediately inform appropriate team members.	
11	Respond to differences of opinion constructively and in ways which respect other team members' points of view.	
12	Where you experience problems in working effectively with other team members, seek appropriate advice and guidance.	

### Contribute to improving the team's effectiveness

13	Offer supportive and constructive assistance to team members.	
14	Offer suggestions, ideas and information that will benefit team members and improve team working.	
15	Invite feedback from <b>others</b> about how you carry out your role in the team.	
16	Use suggestions and information from others to improve your practice as a team member.	
17	Take responsibility for agreeing and undertaking any development and learning that will enable you to carry out your role and responsibilities within the team more effectively.	

## Knowledge and Understanding — Why and how you do what you do in your job

You must provide evidence of your knowledge and understanding to meet all the 23 knowledge points for this Unit. The knowledge points are grouped under headings to assist you with planning how best to meet them.

Place the number of the piece of work where each knowledge point has been met in the 'evidence number' box after each point.

### Rights

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number</b> <b>where this knowledge point has been met</b>
1	Legal and work setting requirements on equality, diversity, discrimination and rights.	
2	Your duty to report any acts or omissions that could infringe the rights of individuals.	
3	How to deal with and challenge discrimination.	

### Your practice

4	Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard.	
5	Your own background, experiences and beliefs that may have an impact on your practice.	
6	Your own roles, responsibilities and accountabilities with their limits and boundaries.	
7	The roles, responsibilities and accountabilities of others with whom you work.	
8	How to access and work to procedures and agreed ways of working.	
9	How to manage ethical conflicts and dilemmas in your work.	
10	How to challenge poor practice.	
11	How and when to seek support in situations beyond your experience and expertise.	

## Personal and professional development

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number where this knowledge point has been met</b>
12	Principles of reflective practice and why it is important.	

## Communication

13	Methods to promote effective communication and enable individuals to communicate their needs, views and preferences.	
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## Handling Information

14	Legal requirements, policies and procedures for the security and confidentiality of information.	
15	Legal and work setting requirements for recording information and producing reports.	
16	Principles of confidentiality and when to pass on otherwise confidential information.	

### Knowledge that is Specific to this NOS

	<b>Knowledge and Understanding</b> <i>You need to know and understand:</i>	<b>Evidence Number where this knowledge point has been met</b>
17	Principles that underpin effective team working.	
18	How to work in partnership with team members.	
19	Styles of interaction and how these can affect team working.	
20	Barriers to developing relationships within the team and how these can be overcome.	
21	Problems which may be encountered when relating to and interacting with other team members and how these can best be handled.	
22	Your own strengths and development needs as an individual worker and as a team member.	
23	Opportunities available for continuing learning and development to support you in team working and activities.	

The candidate and assessor must only sign below when all Performance Criteria and knowledge points have been met.

**Unit assessed as being complete**

<b>Candidate's name</b>	
<b>Candidate's signature</b>	
<b>Date submitted to Assessor as complete</b>	

<b>Assessor's name</b>	
<b>Assessor's signature</b>	
<b>Date assessed complete</b>	

**Internal Verification**

To be completed in accordance with centre's internal verifier (IV) strategy.

<b>Evidence for this Unit was sampled on the following date/s</b>	<b>Internal verifier's signature</b>	<b>Internal verifier's name</b>

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

<b>Date of admin check</b>	<b>Internal verifier's signature</b>	<b>Internal verifier's name</b>

**Unit completion confirmed**

<b>Internal verifier's name</b>	
<b>Internal verifier's signature</b>	
<b>Date completed</b>	