



<b>Unit title</b>	Work Productively with Colleagues and Stakeholders
<b>SQA code</b>	H674 04
<b>SCQF level</b>	8
<b>SCQF credit points</b>	6
<b>SSC ref</b>	Unit 34

## History of changes

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<b>Version number</b>	<b>Date</b>	<b>Description</b>	<b>Authorised by</b>

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<b>Title</b>		Work Productively with Colleagues and Stakeholders	
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>	
<b>The candidate will:</b>		<b>The candidate can:</b>	
1	Be able to provide colleagues and stakeholders with information.	1.1	Identify information to be communicated to selected colleagues and stakeholders.
		1.2	Adapt and present appropriate information in ways that promote understanding to colleagues or stakeholders.
2	Be able to consult with colleagues and stakeholders in relation to decisions or activities.	2.1	Communicate with colleagues and stakeholders regarding any decisions or activities.
3	Understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders.	3.1	Examine the benefits of ensuring agreements made with colleagues and stakeholders are fulfilled.
		3.2	Examine the negative impact on individuals and organisations of not fulfilling agreements made with colleagues and stakeholders.
4	Understand how to manage potential conflicts of interest.	4.1	Explain how to identify and manage potential conflicts of interest.
5	Understand how to be able to monitor working relationships.	5.1	Explain the importance of monitoring changes in the working environment in relation to colleagues and stakeholders.
		5.2	Explain how to monitor change in the working environment.
6	Be able to review and improve the effectiveness of working relationships.	6.1	Analyse feedback on working relationships from colleagues and stakeholders.
		6.2	Evaluate working relationships with colleagues and stakeholders in terms of continued use and effectiveness.
		6.3	Identify and implement improvements to working relationships.

<b>Additional information about the Unit</b>
<b>Unit purpose and aim(s)</b>
By completing this Unit, the candidate will understand the importance of fulfilling agreements and honouring commitments made to colleagues and stakeholders whilst managing potential conflicts of interest. They will be able to provide colleagues and stakeholders with information, consult in relation to decisions or activities and, review and improve the effectiveness of working relationships.
<b>Details of the relationship between the Unit and relevant national occupational standards (if appropriate)</b>
N/A
<b>Details of the relationship between the Unit and other standards or curricula (if appropriate)</b>
N/A
<b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>
N/A

## Assessment (evidence) Requirements

Evidence must be authentic, current, sufficient for purpose and valid — and should come from real work produced in the workplace. Where the assessment is regarding a candidate's knowledge and understanding it should be related to the candidate's workplace or working situation. Real work is defined as the provision of a product or service which, if not carried out by the candidate, would require someone else to do it.

It will be the assessor's responsibility to agree the best method of assessing a candidate in relation to their individual circumstances. The agreed methods must be:

- ◆ valid
- ◆ reliable
- ◆ safe and manageable
- ◆ suitable to the needs of the candidate

**Simulation is not acceptable as a form of evidence for this Unit.**

## Guidance on Instruments of Assessment

This Unit is designed to assess the skills and knowledge of candidates in the workplace.

### Acceptable Types of Evidence

A range of different types of evidence is desirable to demonstrate achievement of this Unit. Assessors may consider a number of methods of gathering evidence. These could include:

- ◆ **Observation:** this should form a substantial part of the evidence.
- ◆ **Product evidence:** as would be contained within a portfolio or signposted to its location within in the workplace.
- ◆ **Professional Discussion:** an in-depth discussion recorded electronically or in writing. Assessors must be able to authenticate what candidates have discussed. This may be through confirmation from a third party or sight of the documentation discussed.
- ◆ **Witness Testimony:** in writing or verbally to the assessor. This could include existing in-house records such as internal audit records, call monitoring, observation and file review checklists. The name of the witness and their relationship to the candidate should be clearly documented.
- ◆ **Questioning:** using open questions to elicit detailed and articulate replies. Assessor records should include sufficient detail to justify assessment decisions.
- ◆ **Recognition of Prior Learning:** this should be acknowledged where appropriate. In all instances where recognition of prior learning is used as a form of evidence, assessors must ensure the candidate's knowledge or competence remains current and that all Assessment Criteria have been met through valid assessment tools.

### **Guidance on Instruments of Assessment (cont)**

Assessors should discuss decisions to be made with candidates at an early stage as to the suitability of particular forms of evidence (eg candidate statements, photographic evidence, video recordings).

Holistic assessment is encouraged and one piece of evidence can be used to meet the requirements of more than one Learning Outcome, Assessment Criterion, or Unit.

SQA's Guide to Assessment is designed to provide support for everyone who assesses for SQA qualifications. It looks at the principles of assessment, and brings together information on assessment in general as well as on best practice in assessment. The Guide to Assessment can be downloaded free from SQA's website:

**[http://www.sqa.org.uk/files\\_ccc/GuideToAssessment.pdf](http://www.sqa.org.uk/files_ccc/GuideToAssessment.pdf)**