



<b>Unit title</b>	Work Effectively with Others in the Creative Industries
<b>SQA Unit code</b>	H6NX 04
<b>SCQF level</b>	6
<b>SCQF credit points</b>	4
<b>SSC Ref</b>	CDM2

## History of changes

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

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<b>UNIT TITLE</b>	<b>Work effectively with others in the creative industries</b>
<b>Learning Outcomes</b> <i>The learner will</i>	<b>Assessment Criteria</b> <i>The learner can</i>
1. Understand aspects of organisations linked to own work role in the creative industries	1.1 Summarise the roles and responsibilities of different business functions in own organisation 1.2 Describe the hierarchies and dynamics of teams with which own work role requires liaison 1.3 Summarise the roles, responsibilities and skills of partners 1.4 Describe own organisation's factors and processes for developing relationships with partners 1.5 Explain the supplier relationships of own and other organisations 1.6 Identify the needs, priorities, markets and ways of generating income of own organisation's partners 1.7 Summarise factors which can influence the decision making and lead times of own organisation's partners
2. Be able to create and maintain positive working relationships in the creative industries	2.1 Explain why it is important to consider the needs of others in own organisation's thinking and planning 2.2 Explain how to resolve identified conflicts of interests in ways that minimise damage to work activities and partners 2.3 Explain why it is important to focus on solutions rather than problems 2.4 Establish working relationships based on a common vision and sense of purpose 2.5 Interact with other people in ways which: <ul style="list-style-type: none"> <li>• encourages mutual support and trust</li> <li>• respects their roles, responsibilities, priorities and skills</li> <li>• appreciates their views and concerns</li> <li>• makes clear what can and cannot be done</li> <li>• encourages collaborative thinking and teamwork</li> </ul> 2.6 Communicate information and own requirements and concerns at a suitable time and in ways that promote understanding

<p>3. Be able to carry out own work role taking account of the needs of other people and organisations</p>	<p>3.1 Explain the contribution and impact of own work role within the overall work process</p> <p>3.2 Complete work tasks to the standard required and within agreed timescales</p> <p>3.3 Agree alternative action and approaches promptly with other people when work tasks cannot be completed to meet agreed requirements</p> <p>3.4 Keep records of expectations, discussions and agreed actions</p>
<p>4. Be able to evaluate own working relationships in the creative industries</p>	<p>4.1 Seek and respond constructively to advice and feedback from others about own work</p> <p>4.2 Identify strengths and areas for development in own working relationships</p>

<b>Additional information about the Unit</b>
<b>Unit purpose and aim(s)</b>
This unit assesses the ability to work professionally and effectively with others in the learner's own and partner organisations, and to work towards common business functions, goals and visions.
<b>Details of the relationship between the Unit and relevant national occupational standards (if appropriate)</b>
This Unit is based on the NOS (SKSGR2 and SKSGR1) developed by Creative Skillset.
<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 for this Unit should be generated in the workplace or a real work environment under normal commercial operating conditions. Simulation is only acceptable under certain circumstances, please refer to section 4.1 of Creative Skillset's 'Principles of Assessment for use with SVQs and competency-based qualifications in the SCQF'

## Guidance on Instruments of Assessment

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

### Acceptable types of evidence

The following sources of evidence can be used in the assessment of the competency based learning outcomes:

- Direct observation of learners carrying out the relevant task;
- Portfolios (hard-copy and digital);
- Inspection and evaluation of products produced (this includes electronic evidence where appropriate);
- Questioning of learners to support performance;
- Simulation where agreed (see section 4.1 of Creative Skillset's 'Principles of Assessment');
- Expert Witness where specific expertise is required;
- Supplementary evidence (i.e. Witness Testimony);
- Recorded Internal competency assessments carried out as part of a structured in-company approach (i.e. ISO9000). Assessors should carry out only confirmatory observation.

For knowledge based learning outcomes the following sources of evidence can be used:

- Oral or written exams/test;
- Portfolios (hard-copy and digital);
- Presentations;
- Simulation on where agreed (see section 4.1 of Creative Skillset's 'Principles of Assessment');
- Assignments;
- Projects;
- Case studies.
- Professional Discussion

Please note: This is not an exhaustive list, all of the assessment methods associated with effective delivery and assessment of qualifications that attest to occupational competency may be used.

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)**