

NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**STATEMENT OF STANDARDS**

UNIT NUMBER: 7351303

UNIT TITLE: TEAM WORKING

Acceptable performance in this unit will be the satisfactory achievement of the standards set out in this part of the specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

OUTCOME

1. DEMONSTRATE METHODS OF COMMUNICATION WITH OTHERS IN A WORK ENVIRONMENT

PERFORMANCE CRITERIA

- (a) Identification of the objectives of the communication is correct.
- (b) Communication methods are correctly chosen for the appropriate audience.
- (c) Communication aids are used in accordance with current procedures.

RANGE STATEMENT

Purpose of Communication: inform; describe; enquire; respond.

Forms of Communication: report; letter; memorandum; forms; preformatted; free verbal; non verbal.

Audience: colleagues; line managers; customers.

Equipment: telephone; paging unit; appropriate dress.

EVIDENCE REQUIREMENTS

Oral and/or written evidence of the candidate ability to identify the purpose of the communication.

Performance evidence for 50% of items listed under Forms of Communication and oral evidence for the remainder of Forms of Communication.

Performance evidence to demonstrate all other aspects of the Range Statements.

Oral and/or written evidence that the candidate understands the different methods of communication with varying people in varying circumstances.

OUTCOME

2. RESPOND APPROPRIATELY TO OTHERS IN A WORK ENVIRONMENT

PERFORMANCE CRITERIA

- (a) Demonstration of working co-operatively with others is evident.
- (b) Advice, instruction and re-direction are accepted positively.
- (c) Appropriate form of address and attitude to others is evident.
- (d) Clarification, confirmation and authorisation are sought when required.

RANGE STATEMENT

Skills: communicating; listening; observing; co-operating; seeking help and advice; offering help and assistance; developing and expressing personal opinions.

Resources: human; physical.

EVIDENCE REQUIREMENTS

Performance evidence that the candidate can respond appropriately to others in a given situation.

Oral or written evidence of the candidate's understanding of the necessity of interaction skills with others in a work environment.

ASSESSMENT RECORDS

In order to achieve this unit, candidates are required to present sufficient evidence that they have met all the performance criteria for each outcome within the range specified. Details of these requirements are given for each outcome. The assessment instruments used should follow the general guidance offered by the SQA assessment model and an integrative approach to assessment is encouraged. (See references at the end of support notes).

Accurate records should be made of assessment instruments used showing how evidence is generated for each outcome and giving marking schemes and/or checklists, etc. Records of candidates' achievements should be kept. These records will be available for external verification.

SPECIAL NEEDS

In certain cases, modified outcomes and range statements can be proposed for certification. See references at end of Support Notes.

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NATIONAL CERTIFICATE MODULE: UNIT SPECIFICATION**SUPPORT NOTES**

UNIT NUMBER: 7351303

UNIT TITLE: TEAM WORKING

SUPPORT NOTES: This part of the unit specification is offered as guidance. None of the sections of the support notes is mandatory.

NOTIONAL DESIGN LENGTH: SQA allocates a notional design length to a unit on the basis of time estimated for achievement of the stated standards by a candidate whose starting point is as described in the access statement. The notional design length for this unit is 20 hours. The use of notional design length for programme design and timetabling is advisory only.

PURPOSE SQA publishes summaries of NC units for easy reference, publicity purposes, centre handbooks, etc. The summary statement for this unit is as follows:

On completion of this module, the candidate will be able to collaborate and communicate with others in a work environment and react appropriately to fellow employees and line managers.

CONTENT/CONTEXT Corresponding to Outcomes:

1. The candidate should investigate activities required in undertaking a job. Also, consideration should be given to the requirements of the organisation in relation to times of attendance at work, appropriate dress and appropriate use of equipment.

Candidates should be aware of Health and Safety regulations and safe working practices of the working environment, including First Aid Box, fire drills.

2. Candidates should develop and practice skills in working co-operatively with others in a variety of situations, eg. listening and observing attentively, accepting instructions positively, seeking assistance when required, offering assistance, becoming aware of the need to adjust behaviour to meet the needs of different situations. Towards the end of the module the candidate should make a comparison between his/her own attitudes and expectations and those of fellow workers and line managers.

APPROACHES TO GENERATING EVIDENCE Most of this module will be carried out in a situation with candidate carrying out the procedures outlines in the Outcomes.

At this level of module, the role of the tutor/trainer will be that of providing a great deal of support and guidance to the candidate. Every opportunity should be taken to reinforce any knowledge. Teaching should be based on experimental learning. The tutor/trainers should also have an empathy with the candidate. Every opportunity should be taken to reinforce any knowledge and should be on experimental learning. The tutor/trainers should also have an empathy with the candidate in relation to any barriers to education and training which have been/are being experienced. In addition, involving the candidate in decisions which affect his/her is valuable for personal development as well as a strong motivating factor.

The Outcomes of this module should be not be taught in isolation but should be integrate with the module and within any other programmes of education/trainer being undertaken by the candidate.

Induction to the module will include explanation of its key features and establishing relationships.

Individual or group exercises could be undertaken to assist the candidate to assess his/her attitudes to the work environment. Use should be made of candidates who have existing work experience to report on these experiences to other candidates in the group.

Through the ongoing personal interview, the tutor/trainer will be able to check the candidate's personal progress in the tasks. Encouragement should be offered continuously.

For the purposes of formative assessment, role play and simulation exercises will be useful for the development of interpersonal skills.

Towards the end of the module the candidate should be given the opportunity to reassess his/her attitude to the work environment. Support and encouragement should be given to the candidate to enable him/her to gain the most benefit from his/her experience and to develop a positive attitude towards work and future planning.

ASSESSMENT PROCEDURES Centres may use the Instruments of Assessment which are considered by tutor/trainers to be the most appropriate. Examples of Instruments of Assessment which could be used are as follows:

Outcome 1

Practical Exercises and a Personal interview could be allocated to all of the Performance Criteria for Outcome 1.

The candidate should, with tutor/trainer support, participate in discussions with other people in the work environment, and record relevant aspects of the discussions in his/her log.

The Personal Interview should focus on the above Performance Criteria and draw on evidence from the Practical Exercise and the candidate's log.

Satisfactory achievement of the Outcomes is based on all of the Performance Criteria being met.

Outcome 2

Practical Exercise and Personal Interview could be allocated to all of the Performance Criteria for Outcome 2.

Wherever possible, the candidate should be observed in placement or in a work environment and evidence should be gathered concerning involvement with all levels of employees in the organisation. The Personal Interview should focus on the above Performance Criteria and should draw on evidence from the Practical Exercise and the candidate's log.

Satisfactory achievement of the Outcome is based on all of the Performance Criteria being met.

RECOGNITION Many SQA NC units are recognised for entry/recruitment purposes. For up-to-date information see the SQA guide 'Recognised and Recommended Groupings'.

REFERENCES

1. Guidelines for Module Writers.
2. SQA's National Standards for Assessment and Verification.
3. For a fuller discussion on assessment issues, please refer to SQA's Guide to Assessment.
4. Procedures for special needs statements are set out in SQA's guide 'Students with Special Needs'.

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