



## QCF Unit and Assessment Specification

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| <b>Unit title</b>       | Develop Productive Working Relationships with Colleagues in Logistics Operations |
| <b>Ofqual Unit code</b> | A/601/7179   |
| <b>SQA Unit code</b>    | FG3R 70  |

## History of changes

**Publication date:** completed by SQA

**Version:** completed by SQA

| <b>Version number</b> | <b>Date</b> | <b>Description</b> | <b>Authorised by</b> |
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## QCF Unit specification

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|---|--|---|
| <b>Title</b>  | Develop Productive Working Relationships with Colleagues in Logistics Operations |   |
| <b>Level</b>  | 3  |   |
| <b>Credit value</b>   | 2  |   |
| <b>Learning Outcomes</b>  | <b>Assessment Criteria</b>   |   |
| <b>The learner will:</b>  | <b>The learner can:</b>  |   |
| 1 Know how to develop productive working relationships with colleagues in logistics operations. | 1.1  | Explain the relevant organisational policies and procedures, in relation to developing productive working relationships, that relate to: <ul style="list-style-type: none"> <li>◆ health, safety and security</li> <li>◆ legal requirements</li> <li>◆ equality and diversity, and inclusion</li> <li>◆ operating requirements</li> </ul> |
|   | 1.2  | Explain the benefits of developing productive working relationships.  |
|   | 1.3  | Explain the importance of creating an environment of trust and mutual respect.  |
|   | 1.4  | Explain the roles and responsibilities of work colleagues.  |
|   | 1.5  | Explain the principles of effective communication.  |
|   | 1.6  | Explain the importance of understanding difficult situations, conflicts of interest issues, and disagreements and techniques for resolving these.   |
|   | 1.7  | Explain the importance of feedback on own performance.  |
|   | 1.8  | Explain how to provide feedback to colleagues on their performance.   |

| <b>Learning Outcomes</b>  | <b>Assessment Criteria</b>  |
|---|---|
| <b>The learner will:</b>  | <b>The learner can:</b>   |
| <p>2 Be able to develop productive working relationships in logistics operations.</p> | <p>2.1 Follow all organisational policies and procedures, in relation to developing productive working relationships with colleagues in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>◆ health, safety and security</li> <li>◆ legal requirements</li> <li>◆ equality and diversity, and inclusion</li> <li>◆ operating requirements</li> </ul> <p>2.2 Establish productive working relationships with colleagues.</p> <p>2.3 Communicate effectively.</p> <p>2.4 Exchange information and resources with colleagues to ensure all parties fulfil agreements.</p> <p>2.5 Provide feedback to colleagues to improve performance.</p> <p>2.6 Obtain feedback from colleagues to improve performance.</p> |

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| <b>Additional information about the Unit</b>   |
| <b>Unit purpose and aim(s)</b>   |
| <p>This Unit is about developing productive working relationships with colleagues within logistics operations. It deals with supporting colleagues within teams, dealing with difficult situations, supporting and delivering own work to maintain the productivity of the operation.</p> <p>This Unit is suitable for all those working in logistics operations who have responsibility for developing working relationships with colleagues.</p> |
| <b>Unit expiry date</b>  |
| 30-Apr-2015  |
| <b>Details of the relationship between the Unit and relevant national occupational standards (if appropriate)</b>  |
| This Unit is mapped directly to Skills for Logistics NOS Unit SfL 51 — ‘Develop Productive Working Relationships with Colleagues’  |
| <b>Details of the relationship between the Unit and other standards or curricula (if appropriate)</b>  |
|  |
| <b>Assessment requirements specified by a sector or regulatory body (if appropriate)</b>   |
| Please refer to the Skills for Logistics current Assessment Guidance for the Qualifications and Credit Framework <a href="http://www.skillsforlogistics.org/home/qualifications/downloads/">http://www.skillsforlogistics.org/home/qualifications/downloads/</a> for specific assessment criteria.   |
| <b>Endorsement of the Unit by a sector or other appropriate body (if required)</b>   |
| Skills for Logistics   |
| <b>Location of the Unit within the subject/sector classification system</b>  |
| 7.2 Warehousing and Distribution   |
| <b>Name of the organisation submitting the Unit</b>  |
| EDI  |
| <b>Availability for use</b>  |
| Shared   |

|                                  |
|----------------------------------|
| <b>Availability for delivery</b> |
| 01 January 2011                  |
| <b>Guided Learning Hours</b>     |
| 12                               |

## QCF Assessment specification

### Assessment (evidence) Requirements

Sources of evidence can include the following:

- ◆ Observation
- ◆ Questioning
- ◆ Professional discussion

### Guidance on Instruments of Assessment

Observation checklists can be used to record performance. Written and/or oral evidence can be used, as well as objective testing. For a detailed guide to assessment please use SQA's Guide to Assessment, which 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. *Assessment: A Guide for Centres Offering Ofqual Accredited Qualifications* can be downloaded free from SQA's website [www.sqa.org.uk](http://www.sqa.org.uk)