



QCF Unit and Assessment Specification

Unit title	Help Team Members Address Problems Affecting their Performance in Logistics Operations
Ofqual Unit code	R/601/7186
SQA Unit code	FG47 63

History of changes

Publication date: completed by SQA

Version: completed by SQA

Version number	Date	Description	Authorised by

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QCF Unit specification

Title	Help Team Members Address Problems Affecting their Performance in Logistics Operations	
Level	4	
Credit value	3	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
1 Know how to help team members address problems affecting their performance.	1.1	<p>Explain the relevant organisational policies and procedures, in relation to helping team members address problems affecting their performance, that relate to:</p> <ul style="list-style-type: none"> ◆ health, safety and security ◆ legal requirements ◆ equality and diversity, and inclusion
	1.2	<p>Explain how to encourage team members to approach appropriate people with problems that may affect their performance.</p>
	1.3	<p>Explain the:</p> <ul style="list-style-type: none"> ◆ importance of identifying performance issues with the team member(s) concerned ◆ importance of discussing problems with team members at a time and place appropriate to the type, seriousness and complexity of the problem ◆ how to gather and check the information to identify the problem and its cause accurately ◆ range of alternative courses of action that can be taken ◆ importance of agreeing with the team member in a timely and effective manner a way of dealing with the problem ◆ when to refer the team member to support services or specialists ◆ the importance of confidentiality ◆ recording actions

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
<p>2 Be able to help team members address problems affecting their performance in logistics operations.</p>	<p>2.1 Follow all organisational policies and procedures, in relation to helping team members address problems affecting their performance, that relate to:</p> <ul style="list-style-type: none"> ◆ health, safety and security ◆ legal requirements ◆ equality and diversity, and inclusion <p>2.2 Communicate with others effectively.</p> <p>2.3 Provide opportunities for team members to discuss problems that may affect their performance.</p> <p>2.4 Identify performance issues and discuss these with the team member(s) concerned at a time and place appropriate to the type, seriousness and complexity of the problem.</p> <p>2.5 Check that all information gathered accurately identifies the problem and its cause.</p> <p>2.6 Discuss a range of alternative courses of action with the team member(s).</p> <p>2.7 Agree with the team member(s) in a timely manner effective action that will deal with the problem.</p> <p>2.8 Demonstrate how to refer the team member(s) to support services or specialists.</p> <p>2.9 Keep a confidential record of all discussion with team member(s).</p> <p>2.10 Review actions to ensure they meet the organisations policies for managing people.</p>

Additional information about the Unit
Unit purpose and aim(s)
<p>This Unit is about helping team members to address problems affecting their performance. It deals with providing opportunities for team members to improve their performance, methods to improve performance and reviewing actions taken.</p> <p>This Unit is relevant to those managing teams and the performance of the team in logistics operations. This could relate to warehousing and storage, transport or freight forwarding.</p>
Unit expiry date
30-Apr-2015
Details of the relationship between the Unit and relevant national occupational standards (if appropriate)
This Unit is mapped directly to Skills for Logistics NOS Unit SfL 57 — ‘Help team members address problems affecting their performance’.
Details of the relationship between the Unit and other standards or curricula (if appropriate)
Assessment requirements specified by a sector or regulatory body (if appropriate)
Please refer to the Skills for Logistics current Assessment Guidance for the Qualifications and Credit Framework http://www.skillsforlogistics.org/home/qualifications/downloads/ for specific assessment criteria.
Endorsement of the Unit by a sector or other appropriate body (if required)
Skills for Logistics
Location of the Unit within the subject/sector classification system
7.2 Warehousing and Distribution
Name of the organisation submitting the Unit
EDI
Availability for use
Shared

Availability for delivery
01 January 2011
Guided Learning Hours
10

QCF Assessment specification

Assessment (evidence) Requirements
Assessment for this Unit could involve both observation and questioning.
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. <i>Assessment: A Guide for Centres Offering Ofqual Accredited Qualifications</i> can be downloaded free from SQA's website www.sqa.org.uk