



QCF Unit and Assessment Specification

Unit title	Develop Effective Working Relationships with Colleagues in Logistics Operations
Ofqual Unit code	H/601/7919
SQA Unit code	FG4C 54

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	Develop Effective Working Relationships with Colleagues in Logistics Operations	
Level	2	
Credit value	4	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
1 Know how to develop effective working relationships with colleagues in logistics operations.	1.1 Explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to: <ul style="list-style-type: none"> ◆ health, safety and security ◆ quality standards ◆ confidentiality ◆ equality and diversity 	1.2 Describe own roles and responsibilities and those of colleagues.
		1.3 Explain the importance of good communication methods.
		1.4 Explain the importance of feedback to improve work performance.
		1.5 Explain how to identify learning needs and the opportunities for learning that are available.
		1.6 Explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships.
2 Be able to develop effective working relationships with colleagues in logistics operations.	2.1 Communicate with colleagues effectively.	2.2 Confirm tasks, priorities and responsibilities clearly and accurately with colleagues.
		2.3 Respond to requests from colleagues that fall within your responsibility.
		2.4 Report any circumstances that prevent the achievement of quality standards.
		2.5 Obtain information and assistance from colleagues.

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
	<p>2.6 Seek relevant feedback on work achievements and performance from relevant people.</p> <p>2.7 Determine own learning needs based on feedback and observation of own performance.</p> <p>2.8 Agree a learning plan that outlines realistic development opportunities and timescales.</p>

Additional information about the Unit
Unit purpose and aim(s)
<p>What this Unit is about</p> <p>This Unit is about developing working relationships with those on various contracts of employment working in logistics operations. It deals with supporting colleagues and when to seek support from others, and methods for reducing conflicts with others.</p> <p>Who this Unit is for</p> <p>This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>
Unit expiry date
30 April 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 — SfL22 ‘Develop Effective Working Relationships with Colleagues in Logistics Operations’.
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
OCR

Availability for use
Shared
Availability for delivery
01 January 2011
Guided Learning Hours
15

QCF Assessment specification

Assessment (evidence) Requirements

Sources of evidence can include the following:

- ◆ Observation
- ◆ Questioning
- ◆ Witness statement
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Working documents

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