Regulated Qualifications Unit and Assessment Specification

Unit title	Implementing Procedures to Support the Team's Performance in the Workplace
Regulator unit code	L/503/2744
SQA unit code	FX8N 79
SSC Ref	VR 217v2

History of changes

Publication date: January 2012

Version: 02 (July 2017)

Version number	Date	Description	Authorised by
02	July 2017	Unit Specification updated to reflect current Ofqual terminology	Qualifications Officer

Regulated Qualifications Unit specification

Title:	Implementing Procedures to Support the Team's Performance in the Workplace
Level:	3
Credit value:	11

Learning Outcomes *The learner will be able to:*		Assessment Criteria *The learner can:*	
1	Identify performance and bring directly to the attention of the team member concerned.	1.1	Inspect work undertaken by team members and establish performance against project and/or organisational requirements.
		1.2	Advise team members of possible non-compliances of work undertaken whilst conforming with organisational personnel procedures.
		1.3	Acknowledge good performance and provide related feedback to team members.
		1.4	Explain why it is important to acknowledge good performance with team members.
		1.5	Explain why it is important to promptly identify poor performance.
		1.6	Explain why poor performance of a team member should be brought promptly and directly to their attention.
2	Provide team members with the opportunity to discus actual or potential problems affecting their performance.	2.1	Facilitate discussions with team members about any issues affecting their performance.
		2.2	Describe typical types of team member problems arising from work-related and/or personal factors.
		2.3	Explain the methods and techniques used to encourage and enable members to talk frankly about their problems.
		2.4	Explain why it is important to provide opportunities for team members to discuss problems.
3	Agree with team members a course of action which is appropriate, timely and effective.	3.1	Identify and discuss possible courses of action that meet the needs (where possible) of the individual and the organisation.
		3.2	Make recommendations to the team member to develop and improve their work performance.
		3.3	Confirm a course of action with the team member which conforms to organisational procedures.
		3.4	Explain how to identify any problems which team members may be experiencing.

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Learning Outcomes *The learner will be able to:*		**Assessment Criteria** *The learner can:*	
		3.5	Describe how to devise appropriate responses to team member problems.
		3.6	Describe the methods used to make recommendations for improvements and development of individuals and the team.
4	Ensure team members are aware of information regarding disciplinary and grievance procedures.	4.1	Discuss issues that may give rise to disciplinary and grievance procedures through team briefings.
		4.2	Give reasons for maintaining confidentiality when dealing with disciplinary and grievance procedures.
		4.3	Explain who may and may not receive information from disciplinary and/or grievance procedures.
		4.4	Describe the possible consequences should the wrong people be informed, in regards to: ♦ the organisation ♦ individuals rights ♦ equality and diversity ♦ development opportunities.
		4.5	Describe methods used to keep records of issues that may give rise to disciplinary and grievance procedures that have been discussed in team meetings.

Title:	Implementing Procedures to Support the Team's Performance in the Workplace
Additional information about this unit	
Assessment Guidance	This unit must be assessed in a work environment, in accordance with: ♦ the Additional Requirements for Qualifications using the title NVQ in QCF ♦ the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment. Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy. Workplace evidence of skills cannot be simulated.
Sector Subject Area	5.2 Building and Construction
Credit value	11
Guided Learning Hours	37

Regulated Qualifications Assessment specification

Assessment (evidence) requirements
The evidence requirements for this unit are shown in the main body of the unit under the section titled 'Assessment requirements or guidance specified by a sector or regulatory body'.

Guidance on instruments of assessment
Occupational skills (OS) unit This unit is designed to assess the skills of learners in the workplace. Observation of learner performance can only be carried out on-the-job and should always be the primary and preferred source of evidence of competent performance. Collection of supplementary evidence of performance can be used to further substantiate, support and expand the evidence base for competent performance where this is necessary. This may arise in situations where evidence from direct observation of the learners on-the-job is deemed insufficient to fully meet the required standards. Supplementary evidence may include: ♦ witness testimony ♦ questioning ♦ professional discussion ♦ product and photographic evidence ♦ relevant active documentation, reports, presentations ♦ other valid evidence which relates directly to learner performance on-the job 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 **www.sqa.org.uk**.