



Regulated Qualifications Unit and Assessment Specification

Unit title	Develop Working Relationships with Colleagues in a Port Environment
Ofqual unit code	D/507/1712
SQA unit code	H9G5 57
SSC ref	PSSSPO111.2

History of changes

Publication date: July 2015

Version: 02 (December 2017)

Version number	Date	Description	Authorised by
02	December 2017	Unit specification updated to reflect current Ofqual terminology.	Qualifications Officer

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Regulated qualifications unit specification

Title	Develop Working Relationships with Colleagues in a Port Environment	
Level	3	
Credit value	5	
Learning outcomes	Assessment criteria	
The learner will:	The learner can:	
1 Understand how to develop productive working relationships.	1.1	Summarise the legal responsibilities for maintaining own and others' health and safety in the workplace.
	1.2	Explain the roles and responsibilities of colleagues in own area of operations.
	1.3	Outline the structure and decision making process within own organisation.
	1.4	Explain the communication methods used and how to adopt these to meet the needs of colleagues and the organisation.
	1.5	Explain the importance of developing positive working relationships with colleagues.
	1.6	Explain the impact low morale has on productivity and company image
	1.7	State why it is important to consider and accept the views and opinions of others.
	1.8	Explain the need to keep others updated about aspects of the work which may impact on them.
	1.9	Explain the methods used for dealing with conflicts between individuals involved in the work operation.

Learning outcomes	Assessment criteria
The learner will:	The learner can:
2 Develop working relationships within the port environment.	2.1 Promote effective team working through encouraging discussions and respecting the views and opinions of colleagues.
	2.2 Identify when requests for assistance fall outside own responsibility and capability.
	2.3 Use appropriate methods of communication which meets the needs of colleagues and the organisations.
	2.4 Ensure information is passed to colleagues on matters which may affect their work in a timely manner.
	2.5 Resolve conflicts with team members in a way which maintains team productivity.
	2.6 Provide feedback to colleagues on their performance.
	2.7 Identify areas for own improvement by asking colleagues for feedback.

Additional information about the Unit
Unit purpose and aim(s)
<p>This Unit provides the skills and knowledge required to develop productive working relationships with colleagues. It covers understanding the roles and responsibilities of colleagues and respecting their views and opinions as well as dealing with conflict within the team.</p> <p>The assessment route is recommended for supervisors and other first line managers.</p>
Unit expiry date
1 July 2015
Details of the relationship between the Unit and relevant national occupational standards (if appropriate)
This Unit is based on NOS Unit PSSSPO 111 Manage personal professional development and working relationships developed by Port Skills and Safety.
Details of the relationship between the Unit and other standards or curricula (if appropriate)
Not applicable
Assessment requirements specified by a sector or regulatory body (if appropriate)
Unit to be assessed in accordance with the Port Skills Safety (PPS) Assessment Strategy 'Port Operations and Supervision of Port and Maritime Operations'.
Additional information about the Unit (cont)
Endorsement of the Unit by a sector or other appropriate body (if required)
Not applicable
Location of the Unit within the subject/sector classification system
4.3 Transportation Operations and Maintenance
Name of the organisation submitting the Unit
Port Skills and Safety
Guided learning hours
20

Regulated qualifications assessment specification

Assessment (evidence) requirements

No simulation for this Unit.

Assessment should be in the workplace as much as possible.

Your responsibilities will require you to comply with organisational policy and procedures and to report any problems with the activities that you cannot personally resolve, or are outside your permitted authority, to the relevant people.

You will be expected to work with supervision and/or as a member of a team. You will take personal responsibility for your own actions and for the quality and accuracy of the work that you carry out. Where team working is involved, you must demonstrate a significant personal contribution during the team activities in order to satisfy the requirements of the standard and competence in all the areas required by the standard which must be demonstrated.

Your underpinning knowledge will be sufficient to provide a sound basis for your work and will provide an informed approach to applying the appropriate operational techniques and procedures. You will have an understanding of the basic knowledge behind the equipment being used and its application and in adequate depth to provide a sound basis for carrying out the activities to the required specification.

You will understand the safety precautions required when carrying out the activities. You will be required to demonstrate safe working practices throughout and will understand your responsibility for taking the necessary safeguards to protect yourself and others in the workplace.

The following evidence is required to demonstrate that learners have the appropriate level of knowledge to undertake Develop Working Relationships with colleagues in a Port Environment. All Learning Outcomes and Assessment Criteria must be achieved.

Written and/or recorded oral evidence produced either on or off-the-job is required for the following:

Learning Outcome 1

Performance evidence in the workplace is required for the following:

Learning Outcome 2

This could be achieved through the observation of learners undertaking practical exercises.

Guidance on assessment

Performance evidence can be generated using practical exercises.

Short answer written questions and/or oral interview could be used for the other Learning Outcomes and Assessment Criteria.