

Unit D78W 04 (1GEN4) Contribute to effective teamwork

This Unit has the following elements:

Element 1 (1GEN4.1)	Organise your own work
Element 2 (1GEN4.2)	Support the work of your team
Element 3 (1GEN4.3)	Contribute to your own learning and development

Candidate Name:

Assessment Centre:

I have completed the requirements of this Unit.

Candidate signature: _____ **Date:** _____

I can confirm the candidate has completed all requirements of this Unit.

Assessor signature: _____ **Date:** _____

Assessor counter signature:
(where applicable) _____ **Date:** _____

IV signature: _____ **Date:** _____

IV counter signature:
(where applicable) _____ **Date:** _____

Unit D78W 04 (1GEN4)

Contribute to effective teamwork

Unit Summary

This Unit is about making a useful contribution to the work of your team, ie the people you work with. 'Team' includes your line manager or supervisor as well as other people in your team working at the same level as yourself.

The typical day-to-day activities you might carry out for this Unit include:

- ◆ following instructions
- ◆ keeping your work area tidy
- ◆ asking for help when you need it
- ◆ working on time
- ◆ helping others when they need help
- ◆ communicating with the people you work with
- ◆ getting feedback on what you do well and where you could improve
- ◆ continuing to learn and develop yourself

What some of the words in this Unit mean	
Limits of your job role	what you are and are not allowed to do in the workplace
In writing	for example, short messages

Unit D78W 04 (1GEN4)**Contribute to effective teamwork****Element 1 (1GEN4.1)****Organise your own work**

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Make sure you understand the instructions you are given	
2	Ask questions about things you do not understand	
3	Follow your instructions efficiently	
4	Keep everything you need for your work organised and available	
5	Keep your own working area as clean and tidy as possible	
6	Keep waste to a minimum	
7	Ask for help from the relevant person when you need it	
8	Provide work on time and make sure it meets the needs of the person who has asked for it	

Examples of evidence

Observing the candidate organising their own work whilst performing their job eg discussing instructions to carry out a particular task with a line manager or team leader.

Work products produced by the candidate whilst performing their job eg copies of an original and reproduced document together with any feedback from the person requesting the work.

Authentic witness testimonies eg from the candidate's line manager, team leader or the person the work was prepared for.

Responses to questions asked by the assessor to confirm the candidate's competence, particularly for underpinning knowledge, scope or contingencies.

Unit D78W 04 (1GEN4)**Contribute to effective teamwork****Element 1 (1GEN4.1)****Organise your own work**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D78W 04 (1GEN4)

Contribute to effective teamwork

Element 2 (1GEN4.2)

Support the work of your team

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Give your team members help when they ask for it	
2	Make sure the help you give them is within the limits of your job role and does not prevent you from completing your own work on time	
3	Pass on important information to your team members as soon as possible	
4	Maintain good working relationships with your team members	
5	Report any problems with working relationships to the relevant person	
6	Communicate clearly and effectively with your team members	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Support the work of one of the following types of team members:</i>						
line managers or team leaders						
other people in your team						
<i>Communicate in all of the following ways:</i>						
face-to-face						
by telephone						
in writing						

Examples of evidence

Observing the candidate supporting the work of their team whilst performing their job eg providing help when they are able, both from a job role and workload point of view.

Work products produced by the candidate whilst performing their job eg copies of notes or messages with confirmation of when and to whom the information was passed.

Authentic witness testimonies eg from the candidate's line manager, team leader or the person the work was prepared for.

Responses to questions asked by the assessor to confirm the candidate's competence, particularly for underpinning knowledge, scope or contingencies.

Unit D78W 04 (1GEN4)**Contribute to effective teamwork****Element 2 (1GEN4.2)****Support the work of your team**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

Unit D78W 04 (1GEN4)

Contribute to effective teamwork

Element 3 (1GEN4.3)

Contribute to your own learning and development

What you must do		Assessor initials/date
Evidence should be gathered through observation, products of work, projects, questioning, work-based assignments, and expert witness testimony		
1	Ask your team members for feedback on your work and deal with this feedback positively	
2	Identify, with the relevant person, aspects of your work which are up to standard and areas that you could improve	
3	Agree what you have to do to improve your work	
4	Agree a learning plan with the relevant person that will help you to improve your work	
5	Take part in activities that support this learning plan	
6	Review your learning plan regularly and develop it further with the relevant person	

What you must cover (minimum requirement for observation in italic and bold)	Activity/Evidence (insert tick or supplementary reference)					
	1	2	3	4	5	6
Evidence for the remaining points may be assessed through projects, questioning, work-based assignments, and expert witness testimony						
<i>Feedback from both of the following types of team members:</i>						
line manager or team leader						
other people in your team						
<i>Both of the following types of feedback:</i>						
what you are doing well						
what you could do better						

Examples of evidence

Observing the candidate working with their line manager or team leader to discuss and formulate a learning plan which supports their own learning and development whilst performing their job eg discussing feedback with their line manager or team leader.

Work products produced by the candidate whilst performing their job eg copies of their learning plan and any review notes.

Authentic witness testimonies eg from the candidate's line manager, team leader or the person the work was prepared for.

Responses to questions asked by the assessor to confirm the candidate's competence, particularly for underpinning knowledge, scope or contingencies.

Unit D78W 04 (1GEN4)**Contribute to effective teamwork****Element 3 (1GEN4.3)****Contribute to your own learning and development**

Candidate name:		Assessor initials/date
No	Activity	
1		
2		
3		
4		
5		
6		

What you must know for the Unit	
For the whole Unit	
K1	Why effective team work is important and how you can contribute to your team's effectiveness
K2	The people who make up your team and how they fit into the organisation's work
K3	The responsibilities of your team and why they are important to the organisation as a whole
K4	How to maintain good working relationships with other team members
Element 1 (1GEN4.1) Organise your own work	
K5	Why it is important to understand instructions and why you should always ask if there are things you do not understand
K6	How to make the most efficient use of your time and things that may prevent that
K7	The equipment and materials you need in order to do your work and why you should keep these organised
K8	Why it is important to keep your working area clean and tidy
K9	Areas of your work where there could be lots of waste and why it is important to keep this waste to a minimum
K10	Why it is important to ask for help when you need it and who you can ask
K11	When you can and cannot provide help and support to others
K12	Why it is important to provide work you have been asked to do on time and in a way that meets requirements
Element 2 (1GEN4.2) Support the work of your team	
K13	Why it is important to help team members in their work
K14	The limits of your job role — what you can and cannot do when helping other team members
K15	What could be essential information that needs to be passed on to a member of your team and why you need to pass it on as soon as possible
K16	The types of behaviour that help the team to work well and the types that do not
K17	Why you should report any problems with working relationships to your line manager
K18	How to communicate clearly face-to-face, by telephone and in writing and why it is important
Element 3 (1GEN4.3) Contribute to your own learning and development	
K19	Why it is important to improve your own knowledge and skills to help the work of your team
K20	Why it is important to get feedback from other team members and how to do so
K21	What aspects of your work could be improved and how a learning plan could help deal with these
K22	The types of activities that help you to learn best
K23	Why it is important to review your learning plan regularly

Knowledge evidence retained

Assessor signature: _____

Date: _____

Unit D78W 04 (1GEN4)**Contribute to effective teamwork**

Candidate name:		Assessor initials/date
Ref	Supplementary evidence	
A		
B		
C		
D		
E		
F		
G		
H		

Assessor Feedback