

Unit Title: Contribute to the Effectiveness of Teams	
Level:	Two
Credit Value:	3
GLH:	5
OCNLR Unit Code:	PA1/2/LQ/103
Ofqual Unit Reference Number:	R/508/3789

This unit has 5 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
The learner will:	The learner can:
1. Explain the importance of own role and how it contributes to the team performance.	1.1. Describe the team's overall objectives and purpose. 1.2. Explain how own role and responsibilities contribute to team activities, objectives and purposes. 1.3. Identify other team members, their roles and responsibilities within the team. 1.4. Inform other members in the team of their activities and ideas.
2. Use feedback to improve personal team performance.	2.1. Use feedback or suggestions from others to enable them to improve own practice within the team. 2.2. Propose suggestions or ideas to benefit team members and improve team working. 2.3. Agree, seek support and take responsibility for any development and learning that can help you to interact with the team more effectively.
3. Manage time and commitments effectively.	3.1. Fulfil own commitments to other team members within agreed timescales and according to overall work priorities. 3.2. Inform appropriate team members when commitments cannot be fulfilled within specified timescales.

<p>4. Establish effective working relationships with all members of the team.</p>	<p>4.1. Behave towards other team members in a way that supports the effective functioning of the team.</p> <p>4.2. Resolve differences of opinion and conflicts within the team in ways which respects other team members' points of view.</p> <p>4.3. Select appropriate advice and guidance in order to resolve issues with other team members.</p> <p>4.4. Support other team members in the completion of activities or objectives.</p>
<p>5. Comply with organisational, national and European legislation.</p>	<p>5.1. Comply with legal and organisational requirements, standards and codes of practice on equality, diversity, discrimination and rights relevant to own role and responsibilities.</p> <p>5.2. Comply with current local, UK and European legislation, and organisational requirements, procedures and practices.</p> <p>5.3. Access up-to-date copies of the organisation's workplace policies, procedures and systems, and practice and service standards related to team working.</p>

Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

P = Prescribed This assessment method *must* be used to assess all or part of the unit.

O = Optional This assessment method *could* be used to assess all or part of the unit.

Case Study		Project	
Written question & answer/test/exam	O	Role play/simulation	
Essay	O	Practical demonstration	P
Report	O	Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	