

Unit Title: Manage own Performance in a Business Environment	
Level:	Two
Credit Value:	2
GLH:	9
OCNLR Unit Code:	PA1/2/LQ/108
Ofqual Unit Reference Number:	T/508/3932

This unit has 4 learning outcomes

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<p>The learner will:</p> <ol style="list-style-type: none"> Understand how to plan work and be accountable to others. 	<p>The learner can:</p> <ol style="list-style-type: none"> Outline guidelines, procedures codes of practice relevant to personal work. Explain the purpose of planning work, and being accountable to others for own work. Explain the purpose and benefits of agreeing realistic targets for work. Explain how to agree realistic targets. Describe ways of planning work to meet agreed deadlines. Explain the purpose of keeping other people informed about progress. Explain the purpose and benefits of letting other people know work plans need to be changed. Describe types of problems that may occur during work. Describe ways of seeking assistance with getting help to resolve problems. Explain the purpose and benefits of recognising and learning from mistakes.

<p>2. Understand how to behave in a way that supports effective working.</p>	<p>2.1. Explain the purpose and benefits of agreeing and setting high standards for own work.</p> <p>2.2. Describe ways of setting high standards for work.</p> <p>2.3. Explain the purpose and benefits of taking on new challenges if they arise.</p> <p>2.4. Explain the purpose and benefits of adapting to change.</p> <p>2.5. Explain the purpose and benefits of treating others with honesty, respect and consideration.</p> <p>2.6. Explain why own behaviour in the workplace is important.</p> <p>2.7. Describe types of behaviour at work that show honesty, respect and consideration and those that do not.</p>
<p>3. Be able to plan and be responsible for own work, supported by others.</p>	<p>3.1. Agree realistic targets and achievable timescales for own work.</p> <p>3.2. Plan work tasks to make best use of own time and available resources.</p> <p>3.3. Confirm effective working methods with others.</p> <p>3.4. Identify and report problems occurring in own work, using the support of other people when necessary.</p> <p>3.5. Keep other people informed of progress.</p> <p>3.6. Complete work tasks to agreed deadlines or re-negotiate timescales and plans in good time.</p> <p>3.7. Take responsibility for own work and accept responsibility for any mistakes made.</p> <p>3.8. Follow agreed work guidelines, procedures and, where needed, codes of practice.</p>
<p>4. Behave in a way that supports effective working.</p>	<p>4.1. Set high standards for own work and show commitment to achieving these standards.</p> <p>4.2. Agree to take on new challenge(s) if they arise.</p> <p>4.3. Adapt to new ways of working.</p> <p>4.4. Treat other people with honesty, respect and consideration.</p> <p>4.5. Help and support other people in work tasks.</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		Practical demonstration	P
Report		Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	
Reflective log/diary		Practice file	