

Unit Title:	Support The Work Of Your Team And Organisation
Unit Level:	Level 2
Unit Credit Value:	2
GLH:	15
LASER Unit Code:	WJH963
Ofqual Unit Code:	R/651/3711

This unit has 6 learning outcomes.

Learning Outcome (The Learner will):		Assessment Criteria (The Learner can):	
1.	Understand how to work effectively with colleagues.	1.1	Explain what 'good working relationships' with colleagues means.
		1.2	Describe how to establish good working relationships with colleagues.
		1.3	Explain why it is important to communicate clearly.
		1.4	Describe how to communicate with managers in the organisation.
		1.5	List the duties within own area of responsibility.
		1.6	Explain why it is important to carry out duties as agreed or warn colleagues in good time if this is not possible.
		1.7	Identify situations in which help may be needed.
		1.8	Describe the importance of always asking for help and information when it is needed.
		1.9	Describe situations in which help and information may need to be provided to colleagues.
		1.10	Explain the purpose of team meetings.
		1.11	Explain why team discussions are important and why it is important to contribute to these.
		1.12	Describe the procedures for dealing with conflict in the organisation.
2.	Understand how to improve own work.	2.1	Explain why it is important to continuously improve own work.
		2.2	Explain why it is important to assess own work and get feedback from colleagues.
		2.3	Explain what it means and why it is important to 'handle criticism positively' and why this is important.
		2.4	Identify the relevant member of staff in the organisation with whom own plan be planned and developed.
		2.5	Describe the procedures to follow to take part in training and development activities.
		2.6	Outline how to find opportunities to take on responsibilities to develop own skills and knowledge.
		2.7	Outline how to develop a career development plan to help own progression.

3.	Understand how to help support and improve the work of own team and organisation.	3.1	Identify the values or codes of practice relevant to the work they carry out.
		3.2	Identify the importance of effective teamwork.
		3.3	Describe how improving own work and the work of their team can improve the organisation as a whole and the level of service that the customer receives.
		3.4	Explain why it is important to note customer feedback.
		3.5	Outline how to identify areas where the team and organisation's work could be improved.
		3.6	Identify the procedures to follow for making suggestions on how to improve services.
		3.7	Explain why it is important to discuss own suggestions with colleagues and to take account of their ideas.
4.	Be able to work effectively with colleagues.	4.1	Establish a working relationship with colleagues.
		4.2	Communicate with colleagues clearly.
		4.3	Maintain standards of professional behaviour.
		4.4	Carry out own duties and commitments to colleagues as agreed, or communicate in good time when that is not possible.
		4.5	Ask for help and information when needed.
		4.6	Provide colleagues with help and information when they need it following organisational procedures.
		4.7	Contribute to team discussions.
		4.8	Follow the correct procedures in case of disagreements or problems with colleagues.
5.	Be able to improve own work.	5.1	Evaluate all aspects of own work.
		5.2	Ask colleagues for feedback on their work.
		5.3	Handle feedback positively.
		5.4	Work with a relevant person to identify areas of strengths and areas for improvement.
		5.5	Take part in relevant training and development activities.
		5.6	Regularly review personal development.
6.	Be able to help to improve the work of the organisation.	6.1	Ask customers for feedback on the services the organisation provides.
		6.2	Identify ways the team could improve services.
		6.3	Suggest these improvements relevant colleagues following organisational procedures.
		6.4	Discuss how to implement these changes to improve services.
		6.5	Help to change services so that they meet customer needs and expectations.

Assessment Guidance:

The organisations must provide high levels of service to their customers and this requires a team effort from all staff and managers. This unit is about how one can work well as a member of the team, improves own work and the work of the team as a whole. If the organisation has a performance appraisal and personal development system, this would be an excellent context for this unit.

Additional Information:

During delivery and assessment of this unit, it is expected that the below criteria are considered where possible.

Equality, diversity and inclusion (Equality Act 2010)

It is anticipated that organisations will have procedures and guidelines for their safety staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

Safeguarding

Current relevant legislation and guidance (to be maintained and updated as necessary) regarding the safeguarding of children and vulnerable adults is as follows:

- The Children Act 1989 (as amended).
- The Children and Social Work Act 2017.
- The Safeguarding Vulnerable Groups Act 2006.
- Working Together to Safeguard Children 2018.

A 'child' is defined as anyone under the age of 18. An 'adult at risk' is defined as someone over the age of 18, who is in receipt or need of community care service. In a sporting venue a significant proportion of the crowd will be made up of a combination of both groups. However, you should be aware that there may well be children or adults at risk involved in a match-day capacity themselves, such as catering and hospitality staff, mascots, ball girls and boys, flag bearers, and even players. Safety staff should be able to identify individuals who do, or appear to, fit into these categories and recognise they may require additional assistance and/or protection.

Safety, security and service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

- **Safety measures:** any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events.

- **Security measures:** any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events.
- **Service measures:** any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events.