

Unit: WORK WITH COLLEAGUES IN A TEAM
Unit Level: Proposed level 3
Guided Learning Hours: To be agreed
Unit Credit value: To be agreed

This unit is about being a good team worker, carrying out duties and responsibilities as agreed, and monitoring and supporting the work of your colleagues.

The unit is divided into three parts. These are:

- ▶▶ contribute to the work of your team
- ▶▶ provide support to your colleagues
- ▶▶ respond to conflict in your team

This Unit must be assessed in a work environment. Assessors for this Unit must have verifiable, current experience and a sufficient depth of relevant occupational expertise and knowledge and must use a combination of assessment methods including Observation of candidate performance and questioning.

Learning Outcome – The Learner will:	Assessment Criterion – The Learner can:
1. Maintain relationships with colleagues	1.1 Maintain relationships with your colleagues which help the team to work effectively
	1.2 Make sure you carry out your duties and responsibilities as agreed with colleagues
	1.3 Respect the roles and responsibilities of others in the team and hand over situations to them when appropriate
	1.4 Promptly sort out any duties and responsibilities which you are unsure about with a relevant colleague
	1.5 Only vary agreed duties and responsibilities with the agreement of relevant colleagues
	1.6 Communicate clearly with colleagues, orally and in writing, making sure they have the information they need
	1.7 Ask for additional support in your work as and when necessary
	1.8 Make positive and realistic suggestions as to how your team's work could be improved
	1.9 Regularly report your progress and any difficulties you encounter to colleagues
	1.10 Participate effectively in team meetings

2. Provide support to your colleagues	2.1 Provide comment and constructive criticism to your colleagues in a manner which identifies good practice and reinforces their self confidence
	2.2 Offer helpful support to your colleagues when they need it
	2.3 Share information with your colleagues which helps them to improve their work
	2.4 Show that you value diversity and will challenge discrimination and prejudice
	2.5 You work with, and in support of, colleagues
3. Respond to conflict in your team	3.1 Respond to conflict in a way which does not disrupt the work of the team
	3.2 Promptly refer conflict which cannot be sorted out personally to a relevant colleague
	3.3 Show a willingness to compromise when feasible solutions to conflict are proposed
	3.4 Offer effective support to colleagues in conflict in a way which is consistent with organisational procedures
	3.5 Provide accurate reports on incidents of conflict as required by organisational procedures