

Unit A52 Contribute to the work of your team

Introduction

Summary

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 you work well as a member of the team, improve your own work and the work of the team as a whole. If your organisation has a performance appraisal and personal development system, this would be an excellent context for this unit.

The unit is divided into three parts. The first part (page 2) gives some examples and explanations of some words we use in the unit. The second part (pages 3-5) describes the three things you have to do. These are:

A52.1 **Work effectively with your colleagues**

A52.2 **Improve your own work**

A52.3 **Help to improve the work of your organisation**

The third part (pages 6 - 7) describes the knowledge and understanding you must have.

Target Group

This unit is for all staff working in a sport and activity environment.

Linked Units

This unit links closely with all other units.

Place in the NVQ/SVQ Framework

This unit is mandatory in the level 2 Operational Services, level 2 Playwork and the level 2 Activity Leadership NVQ/SVQs.

Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

Communication 2.1a, 2.1b, 2.2, 2.3

Working with Others 2.1, 2.2, 2.3

Problem Solving 2.1, 2.2, 2.3

Improving Own Learning and Development 2.1, 2.2, 2.3

and the following SQA Core Skills:

Communication Intermediate 1

Working with Others Intermediate 1

Problem Solving Intermediate 1

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What We Mean By Some of the Words Used in this unit

Colleagues	<i>the people you work with – people working at the same level as yourself or your manager(s)</i>
Evaluate	<i>thinking about your work and identifying what you do well and what you could improve in</i>
Feedback	<i>other people – customers or colleagues – telling you what they think</i>
Future responsibilities	<i>these could be new duties that you want to take on or new duties that your line manager wants to give you – this could include promotion</i>
Effective working relationships	<i>the type of relationship with your colleagues that helps the team to work well and provide a high level of service to the customer – this includes getting along well with your colleagues, being fair to them, avoiding unnecessary disagreements and not letting your personal life influence the way you relate to colleagues</i>
Line manager	<i>the manager or supervisor to whom you report</i>
Organisation's policies and procedures	<i>what your organisation says its staff should and should not do in certain situations</i>
Team discussions	<i>these will usually be team meetings but could include more informal discussions with team members and line managers</i>
Training and development	<i>this could involve on a course, but would also include watching other members of staff doing things that are new to you, receiving instructions from other members of staff on new things you have to do and having the opportunity to practise new skills</i>
Written communication	<i>this could involve short notes, memos, letters or other informal documents</i>

A52.1

Work effectively with your colleagues

The National Standard

What you must do

To meet the national standard, you must:

- 1 establish a working relationship with your **colleagues** that helps you to work well together
- 2 **communicate** with your colleagues clearly
- 3 maintain standards of professional behaviour
- 4 carry out your duties and commitments to **colleagues** as agreed, or warn them in good time when you cannot do what they expect
- 5 ask for help and information when you need it
- 6 provide your **colleagues** with help and information when they need it, as long as this is in line with your organisation's policies and procedures
- 7 contribute to team discussions
- 8 follow the correct procedures when you have disagreements or difficulties with **colleagues**

What you must cover

From your work you must show that you have worked well with two of the following types of:

a colleague

- 1 working at the same level as yourself
- 2 responsible to you
- 3 line manager

and been clear in both of the following types of:

b communication

- 1 spoken
- 2 written

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

A52.2

Improve your own work

The National Standard

What you must do

To meet the national standard, you must:

- 1 evaluate all aspects of your work
- 2 ask your **colleagues** and customers for feedback on your work
- 3 handle constructive criticism positively
- 4 work with a relevant person to:
 - identify your strengths and areas where you could improve your work
 - identify new areas of skill and knowledge you may need for future responsibilities
 - plan ways in which you could improve your work and prepare for future responsibilities
- 5 take part in relevant training and development
- 6 regularly review your personal development

What you must cover

From your work you must show that you have collected feedback from two of the following types of:

- a colleague**
- 1 working at the same level as yourself
 - 2 responsible to you
 - 3 line manager

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

A52.3

Help to improve the work of your organisation

The National Standard

What you must do

To meet the national standard, you must:

- 1 ask customers for feedback on the services your organisation provides
- 2 identify ways in which the team could improve your organisation's services to customers
- 3 suggest these improvements to your **colleagues**, following the correct procedures
- 4 discuss how these improvements could be put into practice with relevant **colleagues** and listen to their ideas
- 5 help to change services so that they meet the needs of your customers

What you must cover

From your work you must show that you have suggested and discussed improvements with two of the following types of:

- a colleague**
- 1 working at the same level as yourself
 - 2 responsible to you
 - 3 line manager

However, you must also show that you have the necessary knowledge and skills to cover all the types of context listed above.

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What you must know and understand

To be competent in this unit, you must know and understand the following

For the whole unit

- K1 the values or codes of practice relevant to the work you are carrying out
- K2 the importance of effective team work
- K3 how improving your own work and the work of your team can improve your organisation as a whole and the level of service that the customer receives

For A52.1 Work effectively with your colleagues

- K4 what 'good working relationships' with your colleagues means
- K5 how to establish good working relationships with your colleagues
- K6 why it is important to communicate clearly with your colleagues
- K7 how to communicate with managers in your organisation
- K8 the duties that you are responsible for
- K9 why it is important to carry out your duties as agreed or warn colleagues in good time if you cannot
- K10 situations in which you may need help in your work and why you should always ask for help and information in these situations
- K11 situations in which you may need to provide help and information to your colleagues
- K12 situations in which you should not provide help and information to your colleagues
- K13 the purpose of team meetings
- K14 why team discussions are important and why you should contribute to them
- K15 procedures for dealing with conflict in your organisation

For A52.2 Improve your own work

- K16 why it is important to continuously improve your own work
- K17 why it is important to assess your own work yourself and get feedback from your colleagues
- K18 what it means to 'handle criticism positively' and why this is important
- K19 the relevant member of staff in your organisation with whom you can plan and develop your work
- K20 the procedures you should follow when you want to take part in training and development activities

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For A52.3 Help to improve the work of your organisation

- K21 the types of situations in which customers give you feedback on the services they receive
- K22 why it is important to listen to customer feedback
- K23 how to identify areas where the team's work could be improved
- K24 the procedures you should follow for making suggestions on how to improve services to customers
- K25 why it is important to discuss your suggestions with colleagues and to take account of their ideas