**Unit Title**: Contributing to Effective Team Working  

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<th>Ofqual unit reference number (code)</th>
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<tr>
<td>Organisation Reference</td>
<td>QU051968</td>
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<tr>
<td>Unit Level</td>
<td>Level 2</td>
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<td>Unit Sub Level</td>
<td>None</td>
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<td>GLH</td>
<td>26</td>
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<td>Unit Credit Value</td>
<td>7</td>
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| Sector Subject Areas                | 4.1 Engineering  
4.2 Manufacturing Technologies  
15.3 Business Management |
| Unit Grading Structure              | Pass       |
| Availability                        | Restricted |
| Restricted Organisations            | N/A        |

**Assessment Guidance**: This unit must be assessed in a work environment and in accordance with the ‘Common Requirements for National Vocational Qualifications (NVQ) in the QCF’ which can be downloaded from Semta’s website. Additional assessment requirements have been published by Semta and are set down in Semta’s Business Improvement Techniques Level 2 unit assessment strategy which can be downloaded from: [http://semta.org.uk/pdf/Business-Improvement-Techniques-(BIT)-NVQ-Level-2-3-and-4.pdf](http://semta.org.uk/pdf/Business-Improvement-Techniques-(BIT)-NVQ-Level-2-3-and-4.pdf)  

Specific unit requirements: The word ‘contribute’ is used within this unit. This means that, although the outcomes of this unit may be carried out and achieved as part of a team, in order to prove consistent competent performance the learner must be able to demonstrate:  
- specific, quantifiable and auditable personal contributions in the achievement of this unit  
- competences in all the areas required by the unit  
- their ability to combine the assessment criteria specified when contributing to the application of the principles and processes of this unit.

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**LEARNING OUTCOMES** | **ASSESSMENT CRITERIA**
---|---
**The learner will:** | **The learner can:**
1. Contribute to effective team working. | 1.1. Establish and maintain productive working relationships, using the key performance
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<th>2. Know how to contribute to effective team working.</th>
<th>2.1. Describe the importance of creating and maintaining effective working relationships.</th>
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<td>2.2. Describe the types of problem that can occur with working relationships.</td>
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<td>2.3. Explain how their own behaviour, dress and language can affect working relationships.</td>
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1. Measures and communication processes available to them.

1.2. Establish and maintain good working relationships with three of the following:
- colleagues within their own workgroup
- colleagues in other workgroups
- immediate line management
- those for whom they have responsibility
- external contacts.

1.3. Deal with disagreements in an amicable and constructive way, using relevant information and data to support views and arguments.

1.4. Provide ideas and solutions to find ways of resolving issues that cause concern and disagreement.

1.5. Use all relevant information available to them to keep others informed about work plans or activities which affect them.

1.6. Communicate orally by three of the following:
- question and answer sessions
- team briefings
- brainstorming sessions
- problem resolution processes.

1.7. Communicate in writing and/or electronically, to include three from the following:
- maintaining up-to-date key performance indicators for the work area
- adding ideas and actions to team boards
- processing information
- communicating via e-mail/internal network services
- producing briefs or updates.

1.8. Seek assistance from others in a polite, courteous way, without disturbing normal work activities.

1.9. Respond in a timely and positive way, using data and information available when others ask for help or information.
2.4. Describe the actions that can be taken to deal with specific difficulties in working relationships.

2.5. Describe the importance of challenging fixed ideas within the team.

2.6. Explain how to challenge fixed ideas without causing problems with working relationships.

2.7. Explain how to use data and information to help resolve concerns and disagreements.

2.8. Describe from whom they should seek assistance when they have difficulties with working relationships.

2.9. Describe the importance of sharing their knowledge, information and performance measures with other people in their team and with other groups.

2.10. Explain how to use the data and information available to them to communicate their performance effectively to others.

2.11. Describe the types of information and data available in their area (such as key performance measures for RFT, quality, target versus actual, scrap, OEE, SPC).

2.12. Describe the use of problem resolution processes and action planning; continuous improvement, brainstorming and the trialling of new ideas.

2.13. Describe the mixture of skills and experience available in their team to support them or the process when problems occur (team skills matrix).

2.14. Explain why they need to keep others involved in any plans or activities that they may be doing.

2.15. Describe the types of support or assistance that they might need from others.

2.16. Describe the importance of being polite when requesting assistance.

2.17. Describe the types of disruption that can be caused by inopportunite requests for assistance.

2.18. Describe the methods used in their area for effective communication (such as team briefings covering team performance, quality, cost, delivery, people; team boards for general information; process performance boards
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<th>Equivalences</th>
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2.19. Describe the extent of their own authority, and to whom they should report in the event of problems that they cannot resolve.