

**U29501: Carry out your responsibilities at work (Level 1)**

## Unit Descriptor:

Communicate effectively, accept responsibility for your own work and its delivery, improve your own performance and behave in a way that encourages effective working.

**At the end of this unit you will be able to apply the following skills:**

- Communicating effectively
- Managing time
- Working in a team

**ELEMENT****PERFORMANCE CRITERIA**

*To be competent you must achieve the following:*

- |                                 |   |
|---------------------------------|---|
| 1. Communicate information      | 1.1 Focus actively on information that other people are communicating and question any points you are unsure about.<br>1.2 Provide clear and accurate <b>information</b> .<br>1.3 Offer meaningful contributions to the discussions.  |
| 2. Be accountable for your work | 2.1 Accept and follow instructions given to you for your work and follow these instructions.<br>2.2 Agree how you will make best use of your time and the working methods you will use.<br>2.3 Report problems as they occur, and use the support of other people when necessary.<br>2.4 Keep other <b>people</b> informed of your progress.<br>2.5 Take responsibility for your own work and accept responsibility for any mistakes you make.<br>2.6 Follow agreed <b>guidelines, procedures</b> and, codes of practice where appropriate. |
| 3. Improve your own performance | 3.1 Accept feedback from other people.  |

- 3.2 Use feedback that will allow you to improve your work practice.
- 3.3 Formulate and follow through a learning plan that meets your own needs.
- 3.4 Review progress of your learning plan.
- 4. Behave in a way that supports effective working
  - 4.1 Set achievable standards for your work and show commitment in achieving them.
  - 4.2 Understand your own needs and know your rights.
  - 4.3 Show a willingness to take on new challenges.
  - 4.4 Adapt readily to change.
  - 4.5 Treat other people with honesty, respect and consideration.

**RANGE STATEMENT**

*You must cover the items below:*

**A. Information provided by:**

- (i) Oral methods:
  - Face-to-face
  - When using the telephone
- (ii) Written methods (including electronic methods)
  - Paper records
  - Electronic communication
- (iii) Non-verbal communication

**B. People to be informed:**

- (i) Internal customers
  - Colleagues
  - Supervisors
  - Team members
- (ii) External customers

**C. Guidelines and procedures for:**

- (i) Work processes and presentations
- (ii) Occupational safety and health

**UNDERPINNING KNOWLEDGE AND SKILLS**

*You will know:*

1. Why effective communication is important.
2. How to focus actively on what others are communicating.
3. Why it is important to question things you are not sure about.
4. Why communication is important to meet the needs of other people.
5. How to contribute positively to discussions.
6. Where to find information that you need for your work.
7. How to listen to and follow instructions carefully.
8. How to plan your work.
9. Why it is important to keep other people informed about progress.
10. Why it is important to acknowledge and learn from your mistakes.
11. Guidelines, procedures and codes of practice that are relevant to your work.
12. Why it is important to try to continuously improve your work.
13. Why it is important to accept feedback from others.
14. How learning and development can help you to improve your work and further your career.
15. The main career progression routes available to you.
16. The learning and development opportunities that are available to you.
17. Why the way you behave in the workplace is important.
18. Why it is important to set achievable standards for your work.
19. Why it is important to be ready to take on new challenges and adapt to change.
20. Why it is important to treat others with honesty, respect and consideration.
21. Types of behavior that show you are honest, respectful and considerate and types of behavior that show you are not.
22. How to help and support others and why this is important.

**EVIDENCE GUIDE**

*For assessment purposes:*

**(1) Critical Aspects of Evidence**

1. Evidence for this unit is generated when you carry out real work in a private sector, not-for-profit or public service organization, whether full-time, temporary, paid or voluntary.
2. Evidence for this unit may also be collected in an approved Realistic Working Environment or an extended work placement.
3. Evidence must show that you have consistently met the standard over a sufficient period of time for you to be considered competent.
4. You need to show that you:
  - A. Communicate **information** using **all** of the methods listed:
    - (i) Oral methods
      - Face-to-face
      - When using the telephone
    - (ii) Written methods (including electronic methods)
      - Paper records
      - Electronic communication
    - (iii) Non-verbal communication

Evidence may include:

To-do lists; minutes of meetings; written reports; observation by your assessor.

**B. Be accountable for your work** in view of **all** of the following items of range:

**People** to be informed:

- (i) Internal customers
  - Colleagues
  - Supervisors
  - Team members
- (ii) External customers

**C. Guidelines and procedures for all:**

- (i) Work processes and presentations
- (ii) Occupational safety and health

Evidence may include:

Reviews; appraisals; personal development plans; continuous professional development records; action plan for agreement of timescales; to-do lists; minutes of meetings; written reports; observation by your assessor.

**D. Improve your own performance.** Evidence may include:-

Performance reviews; personal development plans; continuous professional records; self reviews; appraisals; subscriptions to journals; minutes of discussions; minutes of meetings.

**E. Behave in a way that supports effective working.** Evidence may include:

Reviews; appraisals; personal development plans; continuous professional development records; minutes of team meetings.

Evidence will be generated for this unit while generating evidence for units at Level 2.

**(2) Methods of Assessment**

The following assessment methods can be used for this unit:

Performance evidence:	Observation Observation of work products
Supplementary evidence:	Witness testimony Questions*

\*This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

Here are some examples to give you some ideas about the sort of evidence that can be used for:

Performance criterion 2.3:	If no problems arise during the assessment period, 'what if' questions may be asked to confirm competence.
Performance criterion 2.5:	If no mistakes arise during the assessment period professional discussion should be used to explain how mistakes have been rectified previously.
Performance criterion 2.6:	If the organization has no codes of practice, 'what if' questions may be asked to confirm competence.

**(3) Context of Assessment**

Simulation is allowed for this unit.