

Unit 5: Contribute to Good Working Relationships

Unit code: R/600/9010

QCF level: 2

Credit value: 4

Guided learning hours: 30

Unit aim

The unit aims to enable the learner to work effectively with others during the production process, including clarifying, agreeing and revising working arrangements and communicating effectively with colleagues.

Learning outcomes and assessment criteria

In order to pass this unit, the evidence that the learner presents for assessment needs to demonstrate that they can meet all the learning outcomes for the unit.

The assessment criteria determine the standard required to achieve the unit.

On completion of this unit a learner should:

Learning outcomes Assessment criteria

1 Understand how to agree working arrangements

1.1 Identify key roles and tasks in the production process

1.2 Outline how to clarify, agree and revise working arrangements in a way which promotes good working relationships

2 Understand how to communicate effectively with colleagues

2.1 Explain the importance of balancing the needs of tasks and people

2.2 Explain the importance of sharing information with colleagues

2.3 Identify ways of tactfully requesting others to change working arrangements to improve own productivity

2.4 Describe how to explain own decisions clearly and constructively

2.5 Describe how to resolve conflict situations or dissatisfaction

2.6 Explain the importance of liaison with colleagues to productivity

3 Be able to develop and maintain good working relationships during the production process

3.1 Clarify, agree and revise working arrangements, promoting good working relationships

3.2 Communicate own decisions clearly and constructively

3.3 Resolve any conflict situations or dissatisfaction as necessary

3.4 Liaise with appropriate colleagues to ensure effective and productive working