

# ASTC203

## Work as a team and develop yourself



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### Overview

This unit is about working with others with the same occupation as yourself in your organisation. It is about giving help to others when they need it and responding appropriately when disagreements arise.

It is also about developing yourself in your job by identifying areas for further development and setting yourself targets for achieving this.

This unit consists of two elements.

1. Work with others
2. Develop yourself in your job

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### Performance criteria

#### Work with others

*You must be able to:*

- P1 agree how to share work with other people in a way that helps the team to work effectively
- P2 welcome others to the workplace and make them aware of all the things they need to know, such as workplace procedures and basic work routines
- P3 within the limits of your expertise and responsibility, show others how to do any jobs they may not have done before
- P4 answer any questions and provide help to other members of staff within the limits of your job and their needs
- P5 handle disagreements with other people in a way that does not harm the work of the team or the reputation of the organisation
- P6 report to the relevant person disagreements that you are not in a position to handle
- P7 ask for help from other people when you need it
- P8 be aware of customer requirements and respond accordingly

#### Develop yourself in your job

*You must be able to:*

- P9 join in when there is a discussion about the work in which you or your team are involved
- P10 agree areas where you could develop yourself further
- P11 agree targets for your development that you feel you can achieve
- P12 agree how much time and support you will need to achieve these targets
- P13 take part in activities to use skills that you have newly developed
- P14 request feedback from others and use it to improve your performance

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### Knowledge and understanding

*You need to know and understand:*

#### Work with others

- K1 tasks that may be shared amongst the team
- K2 the limits of your responsibility in demonstrating jobs to others
- K3 areas of your work in which you are able to assist your colleagues
- K4 how to handle disagreements in a way that does not harm the work of the team and why it is important to resolve them as soon as possible
- K5 when you should report disagreements and to whom they should be reported
- K6 how to ask for help in carrying out your work

#### Develop yourself in your job

*You need to know and understand:*

- K7 why it is important to join in discussions about your work
- K8 how to identify and explain areas for self development
- K9 how to set targets for your development and why it is important that these are realistic
- K10 activities that will help you to develop yourself in your work
- K11 the support that you will require in order to achieve your targets, and how to access it
- K12 why it is important that you review and update your progress and what procedures are in- place to do this
- K13 the benefits of discussing your progress with your supervisor and colleagues

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