
Overview

This unit addresses the competence required to work with others. This involves:

- 1 those working in isolation, who need to communicate with others
- 2 those working in groups
- 3 accepting and clarifying responsibilities
- 4 providing and receiving support and feedback
- 5 working in ways which maintain your own and others' safety

In the context of N/SVQ assessment, the use of simulation is not acceptable in the assessment of this unit to cover the full scope as defined by the glossary of the unit. Workplace performance evidence is mandatory for this unit.

This unit deals with the following:

- 1 Determine and agree individual responsibilities in working with others
- 2 Complete work activities in conjunction with others
- 3 Provide and receive support and feedback

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices **AS THEY APPLY TO YOU**.

Previous Version

Unit 4.15 SEMTA National Occupational Standards in Packaging (STM4)
Revisions from unit 1.13 Chemical, Pharmaceutical and Petro-Chemical
Manufacture (CPPCM)

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Working effectively in a team

Performance criteria

- You must be able to:*
- P1 check that you have the required authority to complete the required activity
 - P2 check whether you need to inform others who may be affected by this activity
 - P3 if required, communicate with others by the appropriate method
 - P4 check that all personnel have received the necessary information
 - P5 check that all personnel understand and agree to their responsibilities
 - P6 deal promptly and effectively with any problems that arise that are your responsibility
 - P7 for problems that you cannot solve and/or are not your responsibility, inform the appropriate person(s)
 - P8 follow safe working procedures at all times
 - P9 work within agreed time schedules
 - P10 complete any required documentation clearly and accurately
 - P11 check that you understand the work activity
 - P12 ensure that you know and understand your responsibility in the activity
 - P13 check, when required, that all other personnel understand their responsibilities
 - P14 ensure that the activity proceeds as planned
 - P15 keep other relevant personnel informed of the progress of the activity
 - P16 take appropriate action when disagreement occurs
 - P17 work safely at all times with regard to material, equipment and personal safety
 - P18 ensure that all personnel know their responsibilities
 - P19 use appropriate methods of communication to keep all personnel informed
 - P20 identify when assistance is required
 - P21 give assistance when required if it is within the limit of your authority
 - P22 give constructive support and feedback to appropriate personnel
 - P23 receive support and feedback from personnel

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Knowledge and understanding

You need to know and understand:

- K1 the definition of authority and responsibility within the organisation
- K2 how to check whether you have the required authority
- K3 your personal responsibility in the operation
- K4 how to check whether others need to be informed
- K5 methods of communication within the organisation
- K6 how to check that all parties understand what is required of them, if required
- K7 your personal responsibilities with regard to health, safety and environment.
- K8 what typical problems may arise and how to deal with them
- K9 who to inform if you cannot solve the problem and/or it is not your responsibility or within your limit of authority
- K10 the importance of keeping to agreed time schedules
- K11 what documentation to use and what information needs to be recorded
- K12 the method of work activity planned
- K13 what your responsibilities are in the activity
- K14 why it is important that all personnel understand what is required of them
- K15 methods of monitoring the activity
- K16 how to keep all relevant personnel informed of the progress of the activity
- K17 how to deal with problems that are your responsibility
- K18 who to contact if you cannot deal with the problem and/or it is not your responsibility
- K19 what actions could be taken when disagreement occurs
- K20 what methods of communication to use and when to use it
- K21 how to identify when assistance may be required
- K22 how to give assistance within your limit of authority
- K23 why it is important to give constructive feedback and support in the operation
- K24 how to give constructive feedback and support within the organisation
- K25 why it is important to deal with problems effectively
- K26 the importance of completing documentation/records accurately and clearly

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Glossary

Responsibility

That which is given by the appropriate authority

Authority

This gives the individuals permission to perform the activities

Personnel/Work Situation

One to one, group/team work, where disagreement occurs, one person to a group situation

Communicate

Spoken, written, electronic

Documentation

All types of documentation that may be used in the organisation in relation to the activity

Corrective Action

To be aware of potential hazards involved in the process and take corrective action when necessary, including emergency shutdown

Problems

Those encountered with either plant/ equipment/materials/and/or personnel

Feedback/Support

Assistance given or received within the organisation. All forms of feedback and support should be constructive

Health, Safety and Environmental Legislation

To be aware of all relevant legislation

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Suite Packaging

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