TDASTL5
Provide effective support for your colleagues

Overview

Who is this unit for?

This unit is for those who work with others to support teaching and learning in schools. It covers your role in contributing to effective teamwork and improving your own performance.

What is this unit about?

This unit is about being an effective member of the school staff. It involves working effectively with colleagues and taking an active role in developing your own skills and expertise.

This unit contains two elements:

1.   Maintain working relationships with colleagues
2.   Develop your effectiveness in a support role

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Performance criteria

Maintain working relationships with colleagues

You must be able to:

P1   provide consistent and effective support for colleagues in line with the requirements and responsibilities of your role

P2   communicate openly and honestly with your colleagues

P3   meet your commitments to colleagues effectively and in accordance with your overall work priorities

P4   keep your colleagues informed about aspects of your work and schedule which may affect the support you can offer them

P5   contribute suggestions, ideas and information to benefit colleagues and improve team working

P6   address and handle in a constructive manner any issues in your relationship with colleagues which can be resolved by your own actions

P7   seek appropriate advice and guidance in dealing with any issues in your working relationships which cannot be resolved

P8   comply with all requirements and expectations for confidentiality of information

Develop your effectiveness in a support role

You must be able to:

P9   maintain an up-to-date understanding of the requirements of your role and responsibilities

P10   reflect on your practice to identify achievements, strengths and weaknesses

P11   seek and take account of constructive feedback on your performance from competent others

P12   take an active part in identifying and agreeing personal development objectives which are:
    P12.1   specific
    P12.2   measurable
    P12.3   achievable
    P12.4   realistic
    P12.5   time-related

P13   undertake agreed development actions conscientiously and within the required timescale

P14   make effective use of the development opportunities available to you

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Knowledge and understanding

You need to know and understand:

K1 school expectations and requirements about your role and responsibilities as set out in your job description

K2 the roles and responsibilities of colleagues with whom you work and how these relate to your own role and responsibilities

K3 basic principles underlying effective communication, inter-personal and collaborative

K4 the lines and methods of communication that apply within the school setting

K5 the meetings and consultation structures within the school

K6 school expectations and procedures for fostering good working relationships, promoting team work and partnerships with colleagues

K7 the differences between work relationships and personal relationships and how work relationships can be maintained effectively

K8 why team discussions are important and why you should contribute constructively to them

K9 the importance of respecting the skills and expertise of other practitioners

K10 why it is important to continuously improve your own work

K11 how to reflect on and evaluate your own work

K12 the importance of taking feedback from colleagues into account when evaluating your own practice

K13 the formal and informal staff appraisal/performance review opportunities available to you and how you can contribute to and benefit from these

K14 the sorts of development opportunities available to you and how to access these

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Additional Information

Glossary

Colleagues
people with whom you work on a regular or occasional basis, for example:
1. teachers
2. other learning support staff
3. other adults working in the school as employed staff or voluntary helpers
4. people from outside the school such as educational psychologists, speech and language therapists, local authority advisers

Confidentiality
only providing information to those who are authorised to receive it

Development opportunities
the people, resources and other opportunities available to you to help you develop your skills, for example:
1. training programmes
2. mentor
3. coaching
4. learning resources such as computer-based programmes, books, open and distance learning programmes
5. support networks within the school or across schools

Personal Development Objectives
your agreed priorities for learning and development including, where relevant, personal ICT skills

Support
the time, resources and advice that you give to colleagues and their activities and those that colleagues give to you and your activities

Links to other NOS

TDASTL4   Contribute to positive relationships
TDASTL20   Develop and promote positive relationships
TDASTL21   Support the development and effectiveness of work teams
TDASTL22   Reflect on and develop practice
TDASTL62   Develop and maintain working relationships with other practitioners

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