

WWP 311 Contribute to the work of a team

Introduction

What is this unit about?

This is about working alongside colleagues in order to be able to provide a quality service for parents, and to provide a working environment that is pleasant, co-operative and encourages professional and personal development.

Who is this unit for?

This unit is for you if you work with other colleagues, regardless of whether they are paid or unpaid,

Principles and values

You must work within the principles and values of the sector in order to achieve this unit

Content of unit.

The elements are: -

1. Work as a member of a team
2. Support others to develop their roles

Place in the NVQ/SVQ Framework

This is an optional unit at Level 3

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Links to Key and Core Skills

This unit will provide some evidence for the following QCA Key Skills:

and the following SQA Core Skills:

National Occupational Standards for Work with Parents

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What do we mean by some of the words used in this unit	
Constructive criticism	Comments about how someone could do things better with positive comments, the focus is always on how things can be improved, not on what is wrong.
Work commitments	Rotas, timetables, meetings, courses, training events – any activities undertaken as part of your work role
Support	This could be offering to help with something they are doing, or it could be offering some advice or helpful and supportive comments. It may mean suggesting that they ask for professional or management support
Oppressive or discriminatory practice	Ways of working which could deprive someone of their rights, or unfairly treat them less well than someone else because of their race, religion, gender, age, disability or beliefs
Bullying or intimidatory behaviour	Rude, aggressive or threatening behaviour designed to frighten people into behaving as the perpetrator wants them to
Records and information	Written records, computer records, verbal information

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Element WWP 311.1

Work as a member of a team

The National Standard

Performance criteria

To meet the national standard you must:-

1. Communicate effectively with colleagues
2. Show that you value and respect the work of colleagues
3. Ensure that colleagues are aware of activities you are undertaking so there is no duplication of tasks
4. Share responsibility for team tasks
5. Offer support and encouragement to others, particularly if they have new roles or responsibilities
6. Accept support or constructive criticism from colleagues in a positive way
7. Check on colleague's availability before arranging work commitments
8. Be aware of colleagues who are under pressure or stress and offer support
9. Challenge oppressive or discriminatory practice
10. Challenge bullying or intimidatory behaviour
11. Ensure that records and information are sufficient for colleagues to take over in your absence
12. Participate fully in team building, monitoring and reviews of team practice

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Element 311.2

Support others to develop their roles

The National Standard

Performance criteria

To meet the national standard you must:-

1. Clearly identify the roles and responsibilities of all team members
2. Provide information about development opportunities to colleagues
3. Share information with colleagues from any development or training you have undertaken
4. Share skills and knowledge based on your experience with colleagues
5. Offer support and assistance when colleagues are unsure or experiencing difficulties
6. Give sensitive and constructive feedback on colleagues' performance if asked
7. Support colleagues in new roles or responsibilities

National Occupational Standards for Work with Parents

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What you must know and understand

To be competent in this unit, you must know and understand the following:-

	The legislative framework underpinning anti-discrimination and human rights
	Theories of team development and motivation
	The organisation's policies and strategies relating to the roles and responsibilities of your team
	Communication methods appropriate to giving constructive feedback
	Why it is important to challenge oppressive behaviour
	The reasons for clarifying roles and responsibilities
	The standards of performance relevant to your team