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| **Working With Others** |
| **Level 3** |
| Candidate Name: |
| Candidate Number: |
| Course: |
| Assessor: |



Written to meet City and Guilds Wider Key skills standards

**Part A: These are the skills you need to know before you begin to complete this Workbook**

**Plan work with others**

* Make sure you understand how different roles and interpersonal skills make groups or teams effective
* Offer your own suggestions and listen to others to agree realistic objectives, prioritise tasks and identify resources and timescales
* Contribute and use relevant information to agree roles and responsibilities:
  + Identify how different roles could contribute to a successful outcome
  + Identify responsibilities, including ways of working that respect each other’s rights, feelings, ideas and contributions, and aspects of the work for which you will be accountable
* Agree suitable working arrangements with those involved:
  + Who will be working with whom, where and when
  + Health and safety procedures
  + Methods for keeping each other informed of progress.

**Seek to develop co-operation and check progress towards objectives**

* Organise and carry out tasks efficiently to meet your responsibilities:
  + Get and make the best use of resources, including support
  + Pace your work to meet deadlines and use appropriate techniques and approaches to produce the quality of work required
  + Work safely, taking prompt action to avoid accidents or health risks
* Seek effective ways to:
  + Keep yourself and others motivated
  + Anticipate the needs of others for information and support
  + Protect your own rights and those of others
  + Avoid actions that offend, harass or discriminate against others
* Resolve conflict
* Contribute and get accurate information on progress towards achieving the agreed objectives, including the extent to which work is meeting deadlines and quality requirements
* Be alert to any changes that need to be made to working arrangements, timescales and methods, and agree these with others.

**Review work with others and agree ways of improving collaborative work**

* Share constructive feedback to agree the extent to which work with others has been successful and the objectives have been met
* Identify factors that influenced the outcomes of your work with others, including working relationships, your role and any changes beyond your control
* Agree ways of improving your work with others, including interpersonal skills.

**Part B: Working with Others at Level 3**

You must give **ONE example** to show you have worked as part of a ‘group’ or ‘team’.

A group or team is defined, including yourself, **as three or more people** who are working together to achieve shared objectives. You must check your progress **at least TWO occasions** as part of WO3.2.

**Your evidence in this Workbook must show you can:**

**WO3.1 - Plan work with others.**

**3.1.1** Agree realistic objectives for working together and what needs to be done to achieve them.

**3.1.2** Share relevant information to help agree roles and responsibilities.

**3.1.3** Agree suitable working arrangements with those involved.

**WO3.2 - Seek to develop cooperation and check progress towards your agreed objectives.**

**3.2.1** Organise and carry out tasks efficiently to meet your responsibilities.

**3.2.2** Seek effective ways to develop co-operation including ways to resolve any conflict

**3.2.3** Share accurate information on progress, agreeing changes where necessary to achieve objectives.

**WO3.3 - Review work with others and agree ways of improving collaborative work in the future.**

**3.3.1** Agree the extent to which work with others has been successful and the objectives have been met

**3.3.2** Identify factors, including your role, in influencing the outcome

**3.3.3** Agree ways of improving your work with others in the future, including interpersonal skills.

**Assessor declaration:**

I declare that the details above are correct, that the evidence submitted is the candidate’s own work and that the candidate meets all of the requirements for this key skill.

Assessor’s name:……………………………………………..

Assessor’s signature:………………………………………. Date:…………………………………………..

Candidate’s name:……………………………………………

Candidate’s signature:……………………………………… Date:…………………………………………..

Internal Verifier’s name:……………………………………

Internal Verifier’s signature:…………………………… : Date:……………………………………………

**Note Part A coverage must also be confirmed (using Part A questions as necessary) before a qualification certificate can be claimed.**

WORKING WITH OTHERS – LEVEL 3

UNIT SUMMARY

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| --- | --- |
| **Candidate** |  |

**Provide at least one example of meeting the standard for WO3.1, WO3.2 and WO3.3, to include work in a group or team situation. You must check progress on two occasions (for WO3.2).**

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| COMPONENT | **GROUP/ TEAM**  **REFERENCE(S)** | OTHER  EXAMPLE  REF(S) (if used) |
| **WO 3.1: Plan work with others** |  |  |
| **WO 3.1.1 : Agree realistic objectives for working together and what needs to be done to achieve them** |  |  |
| **WO 3.1.2: Share relevant information to help agree roles and responsibilities** |  |  |
| **WO 3.1.3: Agree suitable working arrangements with those involved.** |  |  |
| **WO 3.2: Seek to develop co-operation and check progress towards your agreed objectives** |  |  |
| **WO 3.2.1: Organise and carry out tasks efficiently to meet your responsibilities** |  |  |
| **WO 3.2.2: Seek effective ways to develop**  **co-operation including ways to resolve any conflict** |  |  |
| **WO 3.2.3: Share accurate information on progress, agreeing changes where necessary to achieve objectives.** |  |  |
| **WO 3.3: Review work with others and agree ways of improving collaborative work in the future** |  |  |
| **WO 3.3.1: Agree the extent to which work with others has been successful and the objectives have been met** |  |  |
| **WO 3.3.2: Identify factors, including your role, in influencing the outcome** |  |  |
| **WO 3.3.3: Agree ways of improving your work with others in the future, including interpersonal skills.** |  |  |

I confirm that the evidence submitted is the candidate’s own work and that it meets all the evidence requirements for this key skill.

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| --- | --- | --- | --- |
| **ASSESSOR** |  | **CANDIDATE** |  |
|  |  |  |  |
| **DATE** |  | **DATE** |  |

**Working With Others Part A question – Level 3 and Level 4**

Your assessor/tutor will advise on how you should tackle the following question. You will need to answer it as fully as possible giving examples:

**With regard to planning, doing and reviewing, what have you learnt about working with others?**

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| --- | --- | --- | --- |
| ASSESSOR |  | CANDIDATE |  |
| DATE |  | DATE |  |

**WWO3.1**

1. With the other members of your team, work together to discuss and agree what it is that you want to achieve. You will need to give details on what was discussed. This evidence can be in the form of minutes from meetings. Your group will need to consist of at least three members but your group should also not be too big. (3.1.1)
2. Give the names and details of each member of your group
3. Describe what you have agreed you need to do together to achieve your targets
4. Now you have agreed what needs to be done, you will now need to work together to agree on different roles that will be needed to achieve your objectives. List the roles that you have agreed and summarise what each role is responsible for. You do not need to decide who is doing what at this stage. (3.1.2)

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| Title of role | Summary of responsibility |
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1. Meet together as a team to discuss what each group member can contribute to the tasks. Agree as a team who will be doing what role. Explain the reasons for the choices. (3.1.2)

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| Role | Person allocated to role | Reason why |
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1. Agree together who will be working with whom, where they will work and when. (3.1.3)

**Continue on another sheet if more space is required.**

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| **Task** | **Who will do this?** | **Start & finish date** | **Issues (H&S, communication, place of work)** |
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1. All team members should sign and date this section to confirm that there have been discussions and that agreement on **all** points has been reached. (3.1)

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| --- | --- | --- |
| **Name** | **Signature** | **Date** |
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**WWO3.2**

1. Explain how you planned and carried out your duties: (3.2.1)
2. Complete an **Action Plan and Activity Log** for each task that you undertook. (3.2.1)

**ACTION PLAN and ACTIVITY LOG**

**Task 1: ……………………………….**

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| --- | --- | --- | --- |
| Planned Action Points | Start Date & Deadline | Resources Needed | Log or Actions / Comments |
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**Task 2: ……………………………….**

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| Planned Action Points | Start Date & Deadline | Resources Needed | Log or Actions / Comments |
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**Task 3: ………………………………. (if needed, add extra tasks if required)**

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| --- | --- | --- | --- |
| Planned Action Points | Start Date & Deadline | Resources Needed | Log or Actions / Comments |
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1. Explain how you have helped and encouraged others in the team and how others have done the same for you. Give details of the strategies used to help develop cooperation within the team. Show how you have considered both the feelings of others and your own feelings. (3.2.2)
2. Conflict occurs when there is a disagreement or personality clash between two or more members of the group. Explain how you and the group resolved disagreements and personality clashes. Refer both to some that actually happened and to those which could have arisen. (3.2.2)
3. It is important to keep all group members informed and to make agreed changes when necessary. There must be evidence of sharing information on progress on at least **two occasions.** (3.2.3)

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| When was the information on progress shared? | How was this done and agreed upon? | Who was involved? | What was the outcome? What changes were needed? |
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Further comments:

*You may elaborate on the need for and nature of any changes below.*

*Records of discussions or minutes of meetings should be included in the portfolio appendix.* ***These must show that there has been agreement to any changes******made.***

**WWO3.3**

1. Discuss, as a group, how successful you have been. It is the process of working together that should be considered in detail rather than the final outcome of the exercise. The comments below must be agreed by all. (3.3.1)
2. Agree, as a group, on the quality of the work you have done and to what extent the objectives have been achieved. (3.3.1)
3. What factors have influenced the outcome of the working together? Elaborate on these below. *These may take any form – external factors, interpersonal factors, financial factors, issues to do with inexperience etc.* (3.3.2)
4. Explain in detail how whatever you did personally as a member of the group influenced the outcome. (3.3.2)
5. Discuss, as a group, and come to an agreement on what you could do that would improve the way you work together in the future. This should be a detailed discussion and must include a consideration of interpersonal issues. Include an account/minutes of the discussion in the portfolio appendix. (3.3.3)
6. All team members should sign and date this section to confirm that there have been discussions and that agreement on **all** points has been reached. (***3.2 and 3.3***)

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| Name | Signature | Date |
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**Include any evidence you have collected along the way of you achieving your targets in the evidence section**

**Evidence**

**Section**