Unit 358 Implementing procedures to support the team's performance in the workplace

11 credits

Level: 3
UAN: **L/503/2744**

Unit aim:
The aim of this unit is to provide you with the skills and knowledge required to interpret information, support team and/or individual members to improve performance and deal with problems, follow organisational disciplinary and grievance procedures and perform a supervisory role.

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony
PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Identify performance and bring directly to the attention of the team member concerned.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 inspect work undertaken by team members and establish performance against project and/or organisational requirements							
1.2 **advise team members of possible non-compliances of work undertaken whilst conforming with organisational personnel procedures**							
1.3 **acknowledge good performance and provide related feedback to team members**							
1.4 explain why it is important to acknowledge good performance with team members							
1.5 explain why it is important to promptly identify poor performance							
1.6 explain why poor performance of a team member should be brought promptly and directly to their attention.							

2. Provide team members with the opportunity to discuss actual or potential problems affecting their performance.							
You must be able to**:**	*PER	SO	OQ	WQ	WT	PS	PD
2.1 **facilitate discussions with team members about any issues affecting their performance**							
2.2 describe typical types of team member problems arising from work-related and/or personal factors							
2.3 explain the methods and techniques used to encourage and enable members to talk frankly about their problems							
2.4 explain why it is important to provide opportunities for team members to discuss problems							
2.5 **agree with team members a course of action which is appropriate, timely and effective.**							

3. Agree with team members a course of action which is appropriate, timely and effective.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **identify and discuss possible courses of action that meet the needs (where possible) of the individual and the organisation**							
3.2 **make recommendations to the team member to develop and improve their work performance**							
3.3 **confirm a course of action with the team member which conforms to organisational procedures**							
3.4 explain how to identify any problems which team members may be experiencing							
3.5 describe how to devise appropriate responses to team member problems							
3.6 describe the methods used to make recommendations for improvements and development of individuals and the team.							

4. Ensure team members are aware of information regarding disciplinary and grievance procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 **discuss issues that may give rise to disciplinary and grievance procedures through team briefings**							
4.2 **give reasons for maintaining confidentiality when dealing with disciplinary and grievance procedures**							
4.3 explain who may and may not receive information from disciplinary and/or grievance procedures							
4.4 describe the possible consequences should the wrong people be informed, in regards to:							
a. the organisation							
b. individuals rights							
c. equality and diversity							
d. development opportunities							
4.5 describe methods used to keep records of issues that may give rise to disciplinary and grievance procedures that have been discussed in team meetings.							

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Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	