

<b>Title</b>	<b>Understand how to develop working relationships with colleagues in food operations</b>				
<b>Ofqual unit ref</b>	<b>A/602/6304</b>				
<b>Level</b>	<b>3</b>	<b>Credit value</b>	<b>2</b>	<b>GLH</b>	<b>12</b>
<b>Learning Outcomes</b>			<b>Assessment Criteria</b>		
The learner will:			The learner can:		
<p>1 Understand how to establish working relationships with food operations colleagues</p> <p>2 Understand professional behaviour and its importance when working with food operations colleagues</p> <p>3 Understand how to communicate effectively with food operations colleagues</p> <p>4 Identify colleague's food operations-related difficulties and seek solutions</p>			<p>1.1 Describe how to identify relevant colleagues within their own and other organisations</p> <p>1.2 Describe the roles and responsibilities of close working colleagues</p> <p>1.3 Explain how the roles and responsibilities of close working colleagues fit with their own role and responsibilities.</p> <p>2.1 Explain how to display behaviour that shows professionalism, respect and understanding for others</p> <p>2.2 Describe the organisational benefits of effective and productive working relationships.</p> <p>3.1 Summarise the best techniques for identifying and providing information to colleagues in a clear and timely manner</p> <p>3.2 Describe how to manipulate and differentiate information so that it is appropriate for the needs of colleagues</p> <p>3.3 Explain how to receive and clarify own understanding of information.</p> <p>4.1 Describe how to identify work-related difficulties</p> <p>4.2 Explain how to resolve work-related difficulties within the limits of own authority</p> <p>4.3 Clarify the most effective way to provide feedback to colleagues that promote collaborative working and minimises conflict.</p>		

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Unit purpose and aim(s)	<p>This unit is designed to assess the knowledge and understanding of learners in the workplace context, developing working relationships with colleagues. It can be assessed on or off the job. The learner must demonstrate their current knowledge and understanding, to meet all assessment criteria. Assessment methods appropriate to the needs of the learner must be used to generate satisfactory evidence of knowledge and understanding. The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements. It is recommended that this unit is taken with the relevant occupational skills unit.</p>	