

Title	Understand how to work effectively with others in food operations				
Ofqual unit ref	K/601/2897				
Level	2	Credit value	2	GLH	18
Learning Outcomes			Assessment Criteria		
The learner will:			The learner can:		
<p>1 Know how to work effectively in a team.</p> <p>2 Know how to give and receive information to and from team colleagues.</p> <p>3 Know how to work with team colleagues to improve the way work is done</p>			<p>1.1 State the objectives of the team, own objectives and the organisation’s objectives</p> <p>1.2 Describe the importance and key features of the organisation’s procedures relating to• Health and safety• Food safety• Environmental health</p> <p>1.3 Describe the organisation’s grievance and disciplinary procedures</p> <p>1.4 State the importance of developing and keeping good working relationships with colleagues in the team</p> <p>1.5 Describe how to deal with differences of opinion without causing offence</p> <p>1.6 State the importance of showing respect for colleagues</p> <p>1.7 Demonstrate how to show respect to colleagues.</p> <p>2.1 Describe their own work responsibilities and when to ask for help.</p> <p>2.2 State who should be asked for help.</p> <p>2.3 State the importance of asking for help when it is needed</p> <p>2.4 State the importance of sharing opinions and information when working in a team</p> <p>2.5 State the importance of offering useful advice to team colleagues</p> <p>3.1 List different types of information that is important to teamwork</p>		

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3 Know how to work with team colleagues to improve the way work is done	3.2 State the importance of communicating information to the relevant person 3.3 State the importance of referring unresolved difficulties to the appropriate person when team working.	
Unit purpose and aim(s)	Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) This unit is designed to assess the knowledge and understanding of learners in the workplace context, when working effectively with others in food operations. 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. It is recommended that this unit is taken with the relevant Occupational Skills Unit. The Improve Assessment Strategy for Proficiency Qualifications in Food and Drink sets out the overarching assessment requirements.	