

# Level 3 Key Skills in Working With Others

2004 standard and logbook



**Please complete the following:**

**Your name**

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**Programme start date**

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**Date registered for key skills qualifications**

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**City & Guilds enrolment number**

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**Date of portfolio completion**

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More information about key skills is available from the City & Guilds key skills website – **[www.key-skills.org](http://www.key-skills.org)**

# Introduction

## How do I use this logbook?

This logbook will help you work toward the key skill of Working With Others at level 3. It contains the following:

- national standard (as published by QCA, ACCAC and CCEA, the qualification regulatory authorities for England, Wales and Northern Ireland)
- Part A coverage record sheets
- Part B evidence record sheets.

The coverage and evidence record sheets are designed to help you to track your progress and organise your portfolio so that your assessor/tutor can determine with you when you have met the required standard.

## Standards and guidance document

Further examples and guidance on the key skills standards can be found in 'The Wider Key Skills Standards and Guidance' (QCA publication QCA/04/1294). Your assessor/tutor **must** have a copy of this document.

## Part A question

The 2004 standard wider key skills are available as pilot qualifications within the National Qualifications Framework. As well as producing your portfolio (which must cover all the requirements set out in Part B of the standard), you may also need to respond to a generic question to confirm that you know how to use the knowledge and understanding listed in Part A of the standard.

The Part A question is contained in a separate document that will be given to you once your portfolio is complete; the questioning process only needs to cover the points within Part A that have not been explicitly shown in your portfolio. The amount of detail you need to give will therefore depend on how your portfolio has been put together; you should discuss this with your assessor/tutor.

Your response to the Part A question will be assessed by your assessor/tutor. A record of your response must be kept with this logbook so it can be checked by the internal verifier and external verifier.

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# Working With Others level 3 standard

The key skills are the skills which are most commonly needed to succeed in a range of activities – at work, in education and training and in everyday life. In developing the key skill of Working With Others, you will learn to use and adapt your skills confidently and effectively in a range of settings and contexts.

## Progression

The key skills qualifications are designed to enable you to progress at your own pace. Each level of the key skill above level 1 incorporates and builds on the previous ones. The key skills qualifications not only recognise your current capabilities, they also require you to identify how you can further improve your skills to meet new demands at higher levels.

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### Part A

#### You need to know how to

This section tells you about the techniques and knowledge associated with each key skill. It tells you what you need to learn and practise to feel confident about applying these skills in your studies, work or other aspects of your life.

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### Part B

#### You must

This section builds on Part A and describes the application of skills. It describes the skills you must show. All of your work for this section will be assessed. You must have evidence that you can do all the things listed in the bullet points.

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**To achieve Working With Others at level 3, you must be able to apply your skills to suit different purposes. You will show that you can:**

- agree realistic objectives for working together
- seek effective ways to develop cooperation
- identify factors that influence the outcome.

## Part A – you need to know how to:

### 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 – you must:

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).

### Evidence 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.
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#### WO3.2

Seek to develop co-operation and check progress towards your agreed objectives.

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- 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.

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- 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.
-

## Examples and guidance

### The following gives further guidance and examples of the techniques and knowledge in Part A

#### Plan work with others

Understand how different roles and skills make groups effective by drawing on several people to achieve the task.

Agree suitable working arrangements by deciding on ways of keeping each other informed of progress, agreeing where you will work.

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

Know where to get what you need to carry out the tasks including materials, equipment, and support from colleagues, supervisor.

Check your progress, ask for help in resolving conflicts to improve efficiency, motivate others.

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

Share constructive feedback to assess how successful the work has been and to improve team motivation.

Agree ways of improving your work with others by identifying the skills of the group members.

For further examples and guidance on the key skills standards please refer to 'The Wider Key Skills Standards and Guidance' (QCA publication QCA/04/1294).

## Help with producing evidence

If producing certain types of evidence is difficult for you because of a disability or for another reason, please discuss this with your assessor/tutor. It may be possible for you to produce evidence using alternative methods. Depending on the skill and level, these may include the use of a scribe (amanuensis); Braille, voice activated software and British Sign Language.

Detailed guidance is available in the document 'Basic and Key Skills: Guidance for Candidates with Particular Requirements', published by the Joint Council for Qualifications. A summary of this information can also be found in the City & Guilds key skills centre guide, and both documents can be obtained from the City & Guilds key skills website – [www.key-skills.org](http://www.key-skills.org)

Please ask your assessor/tutor if you have any questions about this.

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**This standard is for use in programmes starting from September 2004.**

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## Part A coverage record (continued)

Standard	✓ if you feel you have done it	Notes/comments or referred to Part A question
<p><b>Review work with others and agree ways of improving collaborative work</b></p> <ul style="list-style-type: none"> <li>• share constructive feedback to agree the extent to which work with others has been successful and the objectives have been met</li> <li>• identify factors that influenced the outcomes of your work with others, including working relationships, your role and any changes beyond your control</li> <li>• agree ways of improving your work with others, including interpersonal skills.</li> </ul>	<input type="checkbox"/>   <input type="checkbox"/>   <input type="checkbox"/>	

Candidate's signature \_\_\_\_\_ Date completed \_\_\_\_\_

**The Part B evidence record on the following pages must be completed, as well as the Part A question as necessary.**

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## Key skills 2004 logbook – Working With Others level 3

### Part B evidence record (continued)

Standard	✓ if met	Purpose of task and details of evidence presented to meet criteria	Evidence location/reference	Date of completion
<b>WO3.1</b> <ul style="list-style-type: none"> <li>• Planned work with others</li> <li>• agreed realistic objectives for working together and what needed to be done to achieve them</li> <li>• shared relevant information to help agree roles and responsibilities</li> <li>• agreed suitable working arrangements with those involved.</li> </ul>	<input type="checkbox"/>     <input type="checkbox"/>			

See next page

## Key skills 2004 logbook – Working With Others level 3

### Part B evidence record (continued)

Standard	✓ if met	Purpose of task and details of evidence presented to meet criteria	Evidence location/reference	Date of completion
<p><b>WO3.2</b></p> <ul style="list-style-type: none"> <li>• Checked progress towards agreed objectives on <b>first</b> occasion <input type="checkbox"/></li> <li>• checked progress towards agreed objectives on <b>second</b> occasion <input type="checkbox"/></li> <li>• organised and carried out tasks efficiently to meet own responsibilities <input type="checkbox"/></li> <li>• sought effective ways to develop co-operation including ways to resolve any conflict <input type="checkbox"/></li> <li>• shared accurate information on progress, agreeing changes where necessary to achieve objectives. <input type="checkbox"/></li> </ul>				

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## Key skills 2004 logbook – Working With Others level 3

### Part B evidence record (continued)

Standard	✓ if met	Purpose of task and details of evidence presented to meet criteria	Evidence location/reference	Date of completion
<b>WO3.3</b> <ul style="list-style-type: none"> <li>• Reviewed work with others <input type="checkbox"/></li> <li>• agreed the extent to which work with others had been successful and the objectives had been met <input type="checkbox"/></li> <li>• identified factors, including <b>own</b> role, in influencing the outcome <input type="checkbox"/></li> <li>• agreed ways of improving own work with others in future, including interpersonal skills. <input type="checkbox"/></li> </ul>				

**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 the Part A question as necessary) before a qualification certificate can be claimed.**

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