

Level 4 Key Skills in Working With Others

2004 standard and logbook



Please complete the following:

Your name

Programme start date

Date registered for key skills qualifications

City & Guilds enrolment number

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

Introduction

How do I use this logbook?

This logbook will help you work toward the key skill of Working With Others at level 4. 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 4 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.

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.

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.

To achieve Working With Others at level 4, you must be able to apply your skills to suit different purposes. You will show that you can:

- establish opportunities for working with others
- take a lead role in developing cooperation
- assess the effectiveness of your strategy in working with others.

Part A – you need to know how to:

Develop a strategy for working with others

- identify and confirm opportunities for working with others and clearly identify what you hope to achieve (objectives)
- research information to identify:
 - methods to help plan work with others
 - what makes groups or teams effective, including motivation, interpersonal skills, different roles, working styles and arrangements
 - the skills needed to negotiate with others, give and accept constructive feedback and handle conflict
 - the features of the situation(s) in which you and others will be working, including health and safety, legal and ethical issues.
- plan work with others to:
 - agree the objectives for working together
 - negotiate the action, timescales and resources needed, including the expertise and experience required for different roles
 - negotiate individual responsibilities, including the limits to authority and accountability, and working arrangements.

Monitor progress and adapt your strategy to achieve agreed objectives

- take a leading role to help you and others to develop effective cooperation and efficiently meet your responsibilities, by:
 - being aware of how your style of working and communications may be affecting others' motivation
 - helping to maintain an appropriate working climate based on mutual respect and avoiding actions that may offend, harass or discriminate
 - anticipating the needs of others for information and support
 - helping to ensure best use is made of resources and tasks are completed on time and to the standard required
- exchange constructive feedback on progress to help monitor the extent to which work is meeting the timescales and quality required, and to agree ways to resolve any conflict
- reflect critically on your work with others to inform decisions about any changes to be made to your strategy to achieve the agreed objectives.

Evaluate your strategy and present the outcomes of your work with others

- bring together and clearly present the outcomes of your work with others
- agree with those involved the extent to which work with others has been successful and the objectives which have been met
- assess the effectiveness of your strategy, including factors that affected the outcomes, and identify ways of further improving your skills in working with others.

Part B – you must:

Provide at least **one** example of meeting the standard for WO4.1, WO4.2 and WO4.3, to include work in a group or team situation. You must exchange constructive feedback on progress on two occasions (for WO4.2).

Evidence must show you can:

WO4.1

Develop a strategy for working with others.

-
- 4.1.1 establish opportunities for working with others and clearly identify what you hope to achieve
 - 4.1.2 research information to inform planning and how you will work with others
 - 4.1.3 plan work with others, negotiating responsibilities and working arrangements for achieving agreed objectives.
-

WO4.2

Monitor progress and adapt your strategy to achieve agreed objectives.

-
- 4.2.1 take a leading role in helping you and others to develop effective co-operation and efficiently meet your responsibilities
 - 4.2.2 exchange constructive feedback on progress and agree ways to resolve any conflict
 - 4.2.3 reflect critically on your work with others and adapt your strategy as necessary to achieve agreed objectives.
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WO4.3

Evaluate your strategy and present the outcomes from your work with others.

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- 4.3.1 bring together and clearly present the outcomes of your work with others
 - 4.3.2 agree the extent to which work with others has been successful and the objectives have been met
 - 4.3.3 assess the effectiveness of your strategy, including factors that affected the outcomes, and identify ways of further improving your skills in working with others.
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Examples and guidance

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

Develop a strategy for working with others

Research information to identify methods of planning team work for a programme of study, or for a project.

Agree the objectives for working together by meeting or video conferencing with team members, negotiating working arrangements taking account of legal and ethical issues, company policy.

Monitor progress and adapt your strategy to achieve agreed objectives

Develop cooperation and efficiency making best use of resources by obtaining resources and support from others, (eg line managers).

Reflect critically on your work by noting the impact on working relationships and the quality of the work.

Evaluate your strategy and present the outcomes of work with others

Agree with others how successful the work has been by noting how effectively use of resources, time, and action of others have worked.

Assess the effectiveness of your strategy by noting self confidence, team motivation.

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

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

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

Part A coverage record

These record sheets are designed to help you and your assessor/tutor compare your work to what the Working With Others level 4 standard says you need know how to do.

Unlike the Part B evidence record and the Part A question you will answer once your portfolio is complete, this coverage record for Part A is not a compulsory part of your assessment. You may not be able find examples covering all the bullet points listed here, although both you and your assessor/tutor should be happy that you are showing these skills in your work by the time your portfolio is complete.

Standard	✓ if you feel you have done it	Notes/comments or referred to Part A question
<p>Develop a strategy for working with others</p> <ul style="list-style-type: none"> • identify and confirm opportunities for working with others and clearly identify what you hope to achieve (objectives) • research information to identify: <ul style="list-style-type: none"> – methods to help plan work with others – what makes groups or teams effective, including motivation, interpersonal skills, different roles, working styles and arrangements – the skills needed to negotiate with others, give and accept constructive feedback and handle conflict – the features of the situation(s) in which you and others will be working, including health and safety, legal and ethical issues • plan work with others to: <ul style="list-style-type: none"> – agree the objectives for working together – negotiate the action, timescales and resources needed, including the expertise and experience required for different roles 	<p style="text-align: center;"><input type="checkbox"/></p>	

See next page

Part A coverage record (continued)

Standard	✓ if you feel you have done it	Notes/comments or referred to Part A question
<p>Evaluate your strategy and present the outcomes of your work with others</p> <ul style="list-style-type: none"> • bring together and clearly present the outcomes of your work with others • agree with those involved the extent to which work with others has been successful and the objectives which have been met • assess the effectiveness of your strategy, including factors that affected the outcomes, and identify ways of further improving your skills in working with others. 	<p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </p>	

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 4

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>WO4.2</p> <ul style="list-style-type: none"> • Monitored progress towards agreed objectives <input type="checkbox"/> • took lead in helping self and others to develop effective co-operation and efficiently meet responsibilities <input type="checkbox"/> • exchanged constructive feedback on progress on first occasion <input type="checkbox"/> <ul style="list-style-type: none"> - agreed ways to resolve any conflict <input type="checkbox"/> • exchanged constructive feedback on progress on second occasion <input type="checkbox"/> <ul style="list-style-type: none"> - agreed ways to resolve any conflict <input type="checkbox"/> • reflected critically on own work with others <input type="checkbox"/> • adapted strategy as necessary to achieve agreed objectives. <input type="checkbox"/> 				

See next page

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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
WO4.3 <ul style="list-style-type: none"> • Evaluated strategy <input type="checkbox"/> • brought together and presented the outcomes of own work with others <input type="checkbox"/> • agreed the extent to which work with others had been successful and objectives had been met <input type="checkbox"/> • assessed the effectiveness of own strategy, including factors that affected the outcomes <input type="checkbox"/> • identified ways of further improving own skills in working with others. <input type="checkbox"/> 				

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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