

KEY SKILLS

Working with others Level 2

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 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 2, you must be able to apply your skills to suit different purposes. You will show that you can:

- identify what you need to achieve together
- organise and carry out tasks to meet your responsibilities
- identify your role in helping to achieve things together.

Part A

YOU NEED TO KNOW HOW TO:

Plan work with others

- make sure you understand what makes groups or teams effective
- identify what you need to achieve together (from the objectives suggested by your supervisor, tutor, yourself or others)
- contribute and use relevant information to identify tasks, resources (materials, equipment and/or tools) and timescales
- suggest ways you could help and find out what others would like to do
- identify individual responsibilities:
 - who will be responsible for organising and carrying out each task
 - the ground rules for working together (ways of behaving that show respect for each other's rights, feelings, ideas and contributions, what you and others should and should not do)
- confirm the arrangements for working together:
 - who you will be working with, where and when
 - health and safety procedures
 - the appropriate people to go to for advice and support when needed.

Work co-operatively towards achieving the identified objectives

- organise and carry out tasks so you can meet your responsibilities:
 - get and make the best use of resources
 - pace your work to meet deadlines
 - work safely to avoid accidents, health risks, offending others or disrupting their work
 - use correct techniques and approaches to help you produce the quality of work required
- support co-operative ways of working:
 - anticipate the needs of others for information and support
 - avoid actions that offend or discriminate against others
 - act assertively, when needed, to protect your own rights
 - show willingness to sort out disagreements or other problems
- check progress towards the objectives, seeking advice from an appropriate person to help resolve any conflicts or other problems.

Review your contributions and agree ways to improve work with others

- contribute information and listen to others on what went well and less well, including tasks and working relationships
- identify and describe your role in helping to achieve things together
- agree ways of improving your work with others, including interpersonal skills.

Working with others: level 2

Part B

YOU MUST:

Provide at least **two** examples of meeting the standard for WO2.1, WO2.2 and WO2.3. One example must show you can work in a group or team situation.

WO2.1

Plan work with others.

Evidence must show you can:

- 2.1.1 identify what you need to achieve together
- 2.1.2 share relevant information to identify what needs to be done and individual responsibilities
- 2.1.3 confirm the arrangements for working together.

WO2.2

Work co-operatively towards achieving the identified objectives.

- 2.2.1 organise and carry out tasks safely using appropriate methods, to meet your responsibilities
- 2.2.2 support co-operative ways of working to help achieve the objectives for working together
- 2.2.3 check progress, seeking advice from an appropriate person when needed.

WO2.3

Review your contributions and agree ways to improve work with others.

- 2.3.1 share relevant information on what went well and less well in working with others
- 2.3.2 identify *your* role in helping to achieve things together
- 2.3.3 agree ways of improving your work with others.

EXAMPLES AND GUIDANCE

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

PLAN WORK WITH OTHERS

Understand what makes teams effective by considering ways in which team working has helped you, by considering the amount of resource involved in the whole team confirm who you will be working with by checking with your supervisor, group members.

WORK CO-OPERATIVELY TOWARDS ACHIEVING THE IDENTIFIED OBJECTIVES

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

Check your progress, ask for help in resolving conflicts using your group members, supervisor, mentor.

REVIEW YOUR CONTRIBUTIONS AND AGREE WAYS TO IMPROVE WORK WITH OTHERS

Share information on what went well, what not so well by asking questions, and checking what was helpful in your approach, and what was not.

Agree ways of improving your work with others including ways of dealing with difficulties and taking the feelings of others into account.

For further examples and guidance on the key skills standards please refer to *The Key Skills Standards and Guidance* (order ref: QCA/04/1272).

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 tutor or supervisor. It may be possible for you to produce evidence using alternative methods. Depending on the skill and level, these may include 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.

This is available from your key skills awarding body.

Please ask your tutor or supervisor for further guidance.

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

QCA/04/1272

Copyright © 2004 Qualifications and Curriculum Authority.

Reproduction, storage, adaption or translation, in any form or by any means, of this publication is prohibited without prior written permission of the publisher, or within the terms of licences issued by the Copyright Licensing Agency. Excerpts may be reproduced for the purpose of research, private study, criticism or review, or by educational institutions solely for educational purposes, without permission, providing full acknowledgement is given.

Printed in Great Britain.

The Qualifications and Curriculum Authority is an exempt charity under Schedule 2 of the Charities Act 1993.

Qualifications and Curriculum Authority, 83 Piccadilly, London W1J 8QA. www.qca.org.uk

Copies of this document may be obtained by contacting:

QCA Publications, PO Box 99, Sudbury, Suffolk, CO10 6SN.

Telephone: 01787 884444, Fax: 01787 312950.

When ordering, please quote title and reference number.



Qualifications and
Curriculum Authority



AWDURDOD
CYMRU CYMRU
CYMRU
QUALIFICATIONS
CURRICULUM &
ASSESSMENT AUTHORITY
FOR WALES



Rewarding Learning