KEY SKILLS

Working with others
Level 3

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.

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.

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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.

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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).

**WO3.1**
Plan work with others.

**Evidence must show you can:**

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.

**WO3.2**
Seek to develop co-operation and check progress towards your agreed objectives.

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.

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.

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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 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 (amanausis), 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.

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