

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Establish and Maintain Effective Working Relationships with Others
Unit Reference Number:	A/615/8432
Level:	Level 2
Credit Value:	2
Minimum GLH:	15

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to maintain working relationships with others	1.1 Identify opportunities to improve working practices with the appropriate person
	1.2 Carry out activities requiring co-operation with others in accordance with required procedures
	1.3 Communicate with others in a way which promotes effective working relationships
	1.4 Keep others informed about work plans or activities which affect them
	1.5 Seek assistance from others without causing undue disruption to normal work activities
	1.6 Respond in a timely and positive way when others ask for help or information
2. Understand why good working practices are important	2.1 State why good working relationships are important
	2.2 Suggest ways in which good working relationships can be maintained
	2.3 State the methods of dealing with disagreements within the workplace
	2.4 Describe own level of responsibility in relation to

dealing with disagreements	
2.5	State why effective communication is important