Open Awards Qualification Unit

This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Develop Effective working Relationships with Colleagues in Logistics Operations
Unique Reference Number:	T/506/0232
Level:	Level 2
Credit Value:	4
Minimum GLH:	15

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know how to develop effective working relationships with colleagues in logistics operations.	1.1 Explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to: (a) Health, safety and security (b) Quality standards (c) Confidentiality (d) Equality and diversity.
	1.2 Describe own roles and responsibilities and those of colleagues.
	1.3 Explain the importance of good communications methods.
	1.4 Explain the importance of feedback to improve work performance.
	1.5 Explain how to identify learning needs and the opportunities for learning that are available.
	1.6 Explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships.
2. Be able to develop effective working relationships with colleagues in logistics operations.	2.1 Communicate with colleagues effectively.
	2.2 Confirm tasks, priorities and responsibilities clearly and accurately with colleagues.

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	2.3	Respond to requests from colleagues that fall within your responsibility.
	2.4	Report any circumstances that prevent the achievement of quality standards.
	2.5	Obtain information and assistance from colleagues.
	2.6	Seek relevant feedback on work achievements and performance from relevant people.
	2.7	Determine own learning needs based on feedback and observation of own performance.
	2.8	Agree a learning plan that outlines realistic development opportunities and timescales.

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