

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Effectiveness at Work
Unique Reference Number:	M/615/9593
Level:	Level 2
Credit Value:	1
Minimum GLH:	10

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand effective workplace behaviour	1.1 Describe different ways in which employees can behave effectively within the workplace
	1.2 Describe different ways in which employees can behave effectively when representing their employer outside of the workplace
2. Be able to demonstrate effective working practice	2.1 Interact appropriately with a wide range of colleagues in the workplace
	2.2 Interact appropriately with others outside the workplace to meet workplace objectives
	2.3 Apply organisational codes of practice, procedures and safety rules appropriately
3. Be able to evaluate own practice	3.1 Review own practice to establish what went well
	3.2 Review own practice to establish what did not go well
	3.3 Suggest areas for improvement of performance