

## Qualification Unit

This unit forms part of a regulated qualification.

**Unit Title:** Develop Effective Working Relationships with Colleagues in Explosive Substances and Articles Operations

**Unit Reference Number:** M/650/2631

**Level:** Two (2)

**Credit Value:** Four (4)

**Minimum Guided Learning Hours:** 15

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know how to develop effective working relationships with colleagues in Explosive Substances and Articles (ESA) operations	1.1 Explain the relevant organisational policies and procedures for developing effective working relationships in ESA operations that relate to: <ul style="list-style-type: none"> <li>a) Health, safety and security</li> <li>b) Quality standards</li> <li>c) Confidentiality</li> <li>d) Equality and diversity</li> </ul>
	1.2 Describe own role and responsibilities and those of colleagues
	1.3 Explain the importance of good communication methods
	1.4 Explain the importance of feedback to improve work performance
	1.5 Explain how to identify workplace learning needs
	1.6 Identify the opportunities for learning that are available within workplace learning
	1.7 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 ESA operations	2.1 Communicate with colleagues effectively

2.2	Confirm tasks, priorities and responsibilities clearly and accurately with colleagues
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 appropriate 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

ESA NOS Number	Title
ESA 13.1	Work effectively in a team involved in the activities for explosive substances and/or articles.
ESA 13.4	Manage continuous improvement in activities for explosive substances and articles.