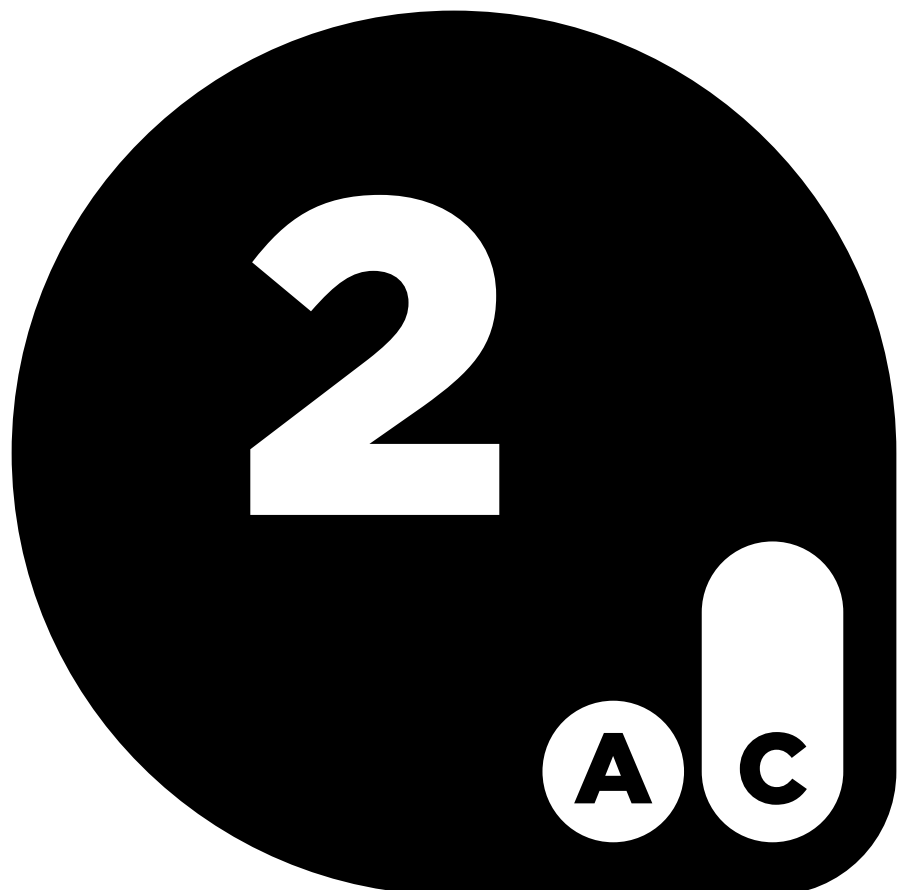


**ILM LEVEL 2
AWARD AND
CERTIFICATE IN
EFFECTIVE TEAM
MEMBER SKILLS**



Circulation of Qualification Specifications

These Qualification Specifications are provided to centres that are approved by the Institute of Leadership and Management (ILM) to offer these qualifications. They should not be circulated outside of the centre. There are specific sections that are designed to be copied to candidates eg Assessment Notes for Candidates. It may also be useful to make available the Programme Outline and Unit Specifications. This information should be extracted from the Qualification Specifications rather than providing candidates with the complete document.

Institute of Leadership & Management (ILM)

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of publication. ILM products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. ILM cannot accept liability for loss or damage arising from the use of information in this publication.

© The Institute of Leadership and Management (ILM) 2010

ILM is part of the City & Guilds Group and is a company limited by guarantee no 601049.
Registered Charity 248226

Contact ILM www.i-l-m.com

The ILM Customer Service and Membership Teams are dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management products and services, including fees, please contact ILM.

ILM Centres

T +44 (0)1543 266867
F +44 (0)1543 266893
E customer@i-l-m.com

ILM Membership

T +44 (0)1543 266886
F +44 (0)1543 266811
E membership@i-l-m.com

ILM LEVEL 2 AWARD AND CERTIFICATE IN EFFECTIVE TEAM MEMBER SKILLS (QCF)

[Award Qualification No. – 500/6565/8]

[Certificate Qualification No. – 500/6566/X]

Note: This qualification specification should always be read in conjunction with the “Supporting Notes for ILM VRQs” document which is downloadable from ILM website or it can be accessed via your Quality Manager/External Verifier or from the ILM Customer Services Team by emailing at customer@i-l-m.com

Table of Contents

Qualifications Overview 3

Occupational Competency Requirements 5

Assessment Guidance 6

APPENDICES

Appendix A – Unit Specifications 7

Appendix B – Assessments 15

QUALIFICATIONS OVERVIEW:

ILM Level 2 Award in Effective Team Member Skills		
Purpose of the qualification	Aims to allow practicing team members and potential team leaders a foundation to develop knowledge and team skills that will assist their personal development and allow them to become more effective in their workplace.	
Progression routes	ILM Level 2 Certificate in Effective Team Member Skills ILM Level 2 Award or Certificate in Team Leading ILM Level 3 Award, Certificate or Diploma in First Line Management	
Credit Value	3	
Induction	1 hour	
Tutorial Support	At least 1 hour	
Guided Learning Hours (this includes time for induction, tutorial support and the unit's guided learning hours)	11 hours	
To be completed within	3 years	
Structure	Mandatory Units	Credit Value
	M2.34 Developing Yourself as an Effective Team Member	3 credits

ILM Level 2 Certificate in Effective Team Member Skills		
Purpose of the qualification	Aims to allow practicing team members and potential team leaders to develop knowledge and team skills that will assist their personal development and allow them to become more effective in their workplace.	
Progression routes	ILM Level 2 Award or Certificate in Team Leading ILM Level 3 Award, Certificate or Diploma in First Line Management	
Credit Value	13	
Induction	1 hour	
Tutorial Support	At least 2 hours	
Guided Learning Hours (this includes time for induction, tutorial support and the units guided learning hours)	48 hours	
To be completed within	3 years	
Structure	Mandatory Units	Credit Value
	M2.33 Developing Effective Team Member Skills	10 credits
	M2.34 Developing Yourself as an Effective Team Member	3 credits

OCCUPATIONAL COMPETENCY REQUIREMENTS FOR THE LEVEL 2 AWARD AND CERTIFICATE IN EFFECTIVE TEAM MEMBER SKILLS

It is the centres responsibility to ensure that they have competent and suitably qualified staff involved in delivering, quality assuring and/or assessing qualifications.

The table below shows the occupational competence requirements of tutors, internal quality assurers and/or assessors. Given that occupational competence requirements will vary greatly between lower and higher level qualifications, this table will highlight if there is an additional requirement of any qualification specific occupational competency.

Tutors Occupational Competence Requirements	Evidence Indicators
A thorough knowledge and understanding of the qualification(s).	<ul style="list-style-type: none"> • Have a relevant qualification in the subject area that must be at equal or higher level or have an equivalent qualification. • Show evidence of information or documents prepared for learners such as a learner journey plan (SoW), lesson plan, learner guidance notes, tutorial support plan etc. for the ILM qualification. • Show evidence of participation in Continuing Professional Development (CPD) in relation to the relevant field and qualification requirements.
Relevant and credible experience in the field of the relevant qualification.	<ul style="list-style-type: none"> • Training, development and experience as a tutor, adviser and/or assessor in the team leading or managerial area. • Be able to prove that they have current experience of delivering training appropriate to the level and subject area of these qualifications
A qualification in support of assessment and internal quality assurance.	<ul style="list-style-type: none"> • Ideally hold a valid and recognised teaching/training qualification.

Internal Quality Assurers and/or Centre Assessors Occupational Competence Requirements	Evidence Indicators
A thorough knowledge and understanding of the relevant qualification(s).	<ul style="list-style-type: none"> • Have a relevant qualification in the subject area that must be at equal or higher level or have an equivalent qualification. • Show evidence of carrying out CPD in order to familiarise themselves with current standards for assessment/verification in the subject area of this qualification.
Relevant and credible experience in the field of the relevant qualification.	<ul style="list-style-type: none"> • Demonstrate clear evidence of current experience in quality assurance and/or assessment appropriate to the level and subject area of these qualifications
A qualification in support of assessment and/or internal quality assurance.	<ul style="list-style-type: none"> • Ideally hold an assessment qualification (e.g. TAQA or equivalent)
Experience and a working knowledge of the operational and assessment processes for the relevant qualification.	<ul style="list-style-type: none"> • Demonstrate an understanding of the organisation's management centric policies, procedures and practices. • Demonstrate knowledge and understanding of ILM's quality assurance policy, procedures and requirements.

ASSESSMENT GUIDANCE FOR THE LEVEL 2 AWARD AND CERTIFICATE IN EFFECTIVE TEAM MEMBER SKILLS

A brief introduction on ILM's Assessment Strategy can be found in *Supporting notes for ILM VRQs*. For detailed information, centres are encouraged to refer to the various assessment guides that are available from the ILM Customer Services Team at customer@i-l-m.com or refer to the Centre Manual (www.i-l-m.com/centres.aspx). This segment gives you specific guidance around assessments for the Level 2 Award and Certificate in Effective Team Member Skills.

Appendix B in this document outlines the assessments and mark sheets for the units in this qualification. Centres should use the prescribed assessments. However some flexibility is permitted. In exceptional circumstances and to meet a specific need a centre may deviate from the prescribed assessment subject to prior written approval from ILM. Equal opportunities issues are relevant to all units of study and these aspects should be explicitly addressed in the delivery and assessment of this programme. The table below gives a brief overview of the units and assessment(s):

Unit	Assessment
M2.33 Developing Effective Team Member Skills	Reflective Knowledge Review
M2.34 Developing Yourself as an Effective Team Member	Reflective Review

Learners are likely to come from a variety of backgrounds, in that they will have had different training and work experiences, differing ambitions and opportunities, centres therefore can encourage learners to select topics for assessment in their own organisation and/or area of work, (or within another organisation if they are currently unemployed or self-employed). They should ensure learners are able to present their work as simple and clearly as possible. An approximate word count is given for each assessment. This should only be seen as a guide to help achieve a balanced piece of work.

Centres must ensure that learners adequately complete all sections of the assessment. To ensure all learning outcomes are assessed, section passes have been provided in the assessments. To assist this practice, ILM normally applies a pass mark of 50% in each section as reflecting a minimum pass. Centres must note that compensation between learning outcomes is not allowed in any QCF unit.

A P P E N D I X - A

UNIT SPECIFICATIONS FOR THE LEVEL 2 AWARD AND CERTIFICATE IN EFFECTIVE TEAM MEMBER SKILLS

Title:	Developing effective team member skills (M2.33)	
Level:	2	
Credit value:	10	
Learning outcomes (the learner will)		Assessment criteria (the learner can)
1	Understand responsibilities for health and safety within the organisation	1.1 Briefly describe the organisation's health and safety policies and practices 1.2 Identify a hazard within the work area and briefly explain the risk associated with it 1.3 Briefly describe how an incident or accident associated with this hazard should be reported in the organisation 1.4 Describe own responsibility in the event of a fire evacuation or first aid incident
2	Understand the legal requirements as a team member	2.1 Briefly describe why an employment contract/agreement is necessary 2.2 Explain what they should do if they believe there is unfair discrimination within the team 2.3 Briefly describe other legal obligations that govern the team
3	Know how to contribute towards solving problems	3.1 Briefly describe a problem faced by a team in the organisation 3.2 Briefly describe the solution agreed by the team leader and the team 3.3 Briefly describe how this solution could be implemented
4	Communicate effectively with the team	4.1 Identify own strengths and weaknesses in communicating with other team members 4.2 Identify ways in which own ability to communicate with other team members could be improved
5	Understand what is required when communicating with those outside the team	5.1 Explain the organisational requirements when communicating with those outside the team 5.2 Briefly describe what team members could do to improve communication with people outside the team
6	Know how to contribute to a positive work environment within a diverse team	6.1 Explain what they could do to contribute to a positive work environment within a diverse team 6.2 Describe an example of inappropriate behaviour in the team and explain what actions should be taken if this happens

7 Understand how to use physical resources efficiently	<p>7.1 Identify the resources required for a specific team activity and explain why it is important to have appropriate levels of these resources to meet the activity</p> <p>7.2 Briefly describe how to obtain materials or consumable items for the team</p>
8 Know how to manage yourself and your time in line with your team goals	<p>8.1 Identify own strengths and areas for improvement as a team member</p> <p>8.2 Set personal objectives to help to achieve the team's goals or targets</p> <p>8.3 Describe a simple time management technique they could use to help achieve their objectives</p>
9 Know how to manage yourself in a stressful situation	<p>9.1 Briefly describe likely causes of stress to themselves and its likely impact on the team</p> <p>9.2 Describe what they could do to manage the recognised stress</p> <p>9.3 Identify sources of support available to the individual in the workplace or elsewhere, to help deal with stress</p>
Additional information about the unit	
Unit purpose and aim(s)	To develop effective team members skills.
Unit review date	31/12/2014
Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate)	Links to Management & Leadership 2008 NOS: A1, D1, E5, E8, E11
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)	
Support for the unit from a sector skills council or other appropriate body (if required)	Council for Administration (CfA)
Location of the unit within the subject/sector classification system	Business Management
Name of the organisation submitting the unit	Institute of Leadership & Management
Availability for use	Restricted to ILM and City & Guilds
Units available from	01/07/2009
Unit guided learning hours	36

Additional Guidance about the Unit	
Indicative Content:	
1	<ul style="list-style-type: none"> • Health and safety policies and legislation within own organisation • Potentially harmful working practices within own work area and associated risks • Difference between risk and hazard • Reporting accidents and near miss incidents to the relevant authority within the organisation • Compliance with fire safety and first aid legislation, including the identification, application and use of fire extinguishers and first aid procedures and provision
2	<ul style="list-style-type: none"> • The necessity and benefits for a contract of employment • Current legislation relating to unfair discrimination within the team • Legal obligations that relate to a team within an organisation • The procedure for taking disciplinary action
3	<ul style="list-style-type: none"> • Basic methods of information gathering and retrieval to identify problems within the team • Using success criteria that would help identify the best possible technique to resolve problems • Implementing solutions within the team
4	<ul style="list-style-type: none"> • Areas of strength and possible weakness in communication • Incorporating clarity, logic, accuracy, relevance, conciseness whilst communicating with other team members within the organisation • Effective methods of communication with those in the workplace and for those external to the workplace
5	<ul style="list-style-type: none"> • Legal, organisational and ethical rules when providing information to those outside of the organisation • Building and maintaining effective methods of communication with people outside the team
6	<ul style="list-style-type: none"> • Building a positive work culture and learning environment that respects diversity • Cultures, beliefs and value systems • Importance of respecting differences, tolerance and inclusiveness • Discrimination disciplinary measures • Organisational equal opportunity and diversity policy
7	<ul style="list-style-type: none"> • Different types of physical resources used within the team • Importance of having sufficient resources, and the implications of shortfall • Methods to plan and procedures for procuring necessary resources for the team • Health and Safety requirements associated with organisations physical resources
8	<ul style="list-style-type: none"> • Areas of strength and possible improvement • Personal objectives in relation to team objectives • Basic appreciation of use of SMART objectives • Developing flexibility, responding to changing circumstances at a daily level • Different time management techniques

9	<ul style="list-style-type: none">• Causes and impacts of stress within the work team• Simple stress management techniques• Available sources of support• Appreciation of effective time management• Simple action planning techniques
---	--

Title:	Developing yourself as an effective team member (M2.34)	
Level:	2	
Credit value:	3	
Learning outcomes (the learner will)		Assessment criteria (the learner can)
1	Understand what is meant by teams and teamwork	1.1 Explain the difference between a group and a team 1.2 Describe how a group becomes a team 1.3 Briefly describe the characteristics of a good team 1.4 List the advantages of working in a team
2	Understand the importance of communication within a team	2.1 Explain why it is important for people working in teams to be able to communicate with each other 2.2 Give examples of barriers to communication that may prevent a team from working effectively
3	Know how to deal with conflict in a team	3.1 Give examples of behaviours that could cause conflict in a team 3.2 Outline <u>one</u> thing a team member can do to reduce one of these examples of conflict
4	Review own performance as a team member	4.1 Identify own strengths and weakness as a team member 4.2 Identify ways to improve own ability to function effectively in a team
Additional information about the unit		
Unit purpose and aim(s)		To develop yourself as an effective team member.
Unit review date		31/12/2014
Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate)		Links to Management & Leadership 2008 NOS:: A2, D1, D10, E11
Assessment requirements or guidance specified by a sector or regulatory body (if appropriate)		
Support for the unit from a sector skills council or other appropriate body (if required)		Council for Administration (CfA)

Location of the unit within the subject/sector classification system	Business Management
Name of the organisation submitting the unit	Institute of Leadership & Management
Availability for use	Restricted to ILM and City & Guilds
Units available from	01/07/2009
Unit guided learning hours	9
Additional Guidance about the Unit	
Indicative Content:	
1	<ul style="list-style-type: none"> • The difference between groups and teams • Tuckman's Model (forming, storming, norming, performing) • Belbin's Team Roles • Appreciation of skills and abilities of other team members
2	<ul style="list-style-type: none"> • Team building, positive work relationships, business development, conflict management • Barriers to communication • The interrelationship of skills, interdependence, trust and respect in a team • Relationship of organisational goals and team objectives
3	<ul style="list-style-type: none"> • Organisational/team politics, differences in social norms, values, and religion • Ways of preventing conflict – recognising different stages of conflict escalation and the signs of conflict and aggression • Handling conflict and resolution procedures • Organisational equality of opportunity policy
4	<ul style="list-style-type: none"> • Personal skills and abilities as an effective team member • Areas of possible improvement • Personal development and training, self awareness, improving communications, interpersonal skills

[THIS PAGE IS INTENTIONALLY BLANK]

A P P E N D I X - B

ASSESSMENTS FOR THE LEVEL 2 AWARD AND CERTIFICATE IN EFFECTIVE TEAM MEMBER SKILLS

REFLECTIVE REVIEW: DEVELOPING YOURSELF AS AN EFFECTIVE TEAM MEMBER (M2.34)

TASK

This assignment is all about developing yourself as an effective team member. You will be required to reflect on your understanding of:

- What is meant by teams and teamwork?
- The importance of communication within a team.
- Dealing with conflict.
- Reviewing your own performance as a team member.

This task should be approximately 300 to 600 words.

Please use the headings shown below when writing up your Assignment

Assessment Criteria

Understanding teams and teamwork

Teams and good teamwork are essential for your organisation or an organisation with which you are familiar to function effectively. It is therefore important that you have a good understanding of teams and teamwork. Complete the following to show you understand how a team works:

- Explain how a group becomes a team (you can use an example to illustrate this).
- Describe what makes a good team and list the advantages for you and the team of teamwork (you should use the example of a work place you are familiar with to explain these advantages).

(min 12 marks required from 24 available)

- Difference between a group and a team is explained
- How a group becomes a team is described
- Characteristics of a good team is briefly described
- Advantages of working in a team are listed

Importance of communication within a team

Good communication lies at the heart of good teamwork. Complete the following to show you understand how important communication is in a team:

- Explain why you feel it is so important for someone working in a team to be able to communicate well.
- Think about what it is like for people working in a team and give at least three examples of communication barriers that may prevent this team from working effectively.

(min 13 marks required from 26 available)

- Importance for people working in teams to be able to communicate with each other is explained
- Examples of barriers to communication that may prevent a team from working effectively are given

Deal with conflict in a team

Conflict arises because of differences between people, and can cause tension between team members. Complete the following to help you better understand how to deal with conflict in a team:

- Give three examples of behaviour that can cause conflict in a team.
- Outline one thing that you could do as a team member to resolve one of these examples of conflict.

- Examples of behaviours that could cause conflict in a team are given
- One thing a team member can do to reduce one of these examples of conflict is outlined

<p><i>(min 12 marks required from 24 available)</i></p>	
<p>Review own performance as a team member</p> <p>When working within a team each team member will have a part to play to ensure that the team functions well. Every team member will have their own strengths and weaknesses.</p> <ul style="list-style-type: none"> • Think about how well you perform as a member of a team and identify three things that you do well and three things that you could do better. • What can you do to improve at least one of the areas that you identified for improvement? <p><i>(min 13 marks required from 26 available)</i></p>	<ul style="list-style-type: none"> • Own strengths and weaknesses as a team member are identified • Ways to improve own ability to function effectively in a team are identified
<p>By submitting I confirm that this assessment is my own work</p>	

MARK SHEET: REFLECTIVE REVIEW: DEVELOPING YOURSELF AS AN EFFECTIVE TEAM MEMBER (M2.34)

Centre Number:		Centre Name:		
Learner Registration No:		1. Learner named below confirms authenticity of submission. 2. ILM uses learners' submissions – on an anonymous basis – for assessment standardisation. By submitting, I agree that ILM may use this script on condition that all information which may identify me is removed. However, if you are unwilling to allow ILM use your script, please refuse by ticking the box: <input type="checkbox"/>		
Criteria	Strengths	Areas of Improvement	Assr mark	QA mark
Understanding teams and teamwork <ul style="list-style-type: none"> • Difference between a group and a team is explained • How a group becomes a team is described • Characteristics of a good team is briefly described • Advantages of working in a team are listed 			/24 marks (min 12)	
Importance of communication within a team <ul style="list-style-type: none"> • Importance for people working in teams to be able to communicate with each other is explained • Examples of barriers to communication that may prevent a team from working effectively are given 			/26 marks (min 13)	
Deal with conflict in a team <ul style="list-style-type: none"> • Examples of behaviours that could cause conflict in a team are given • <u>One</u> thing a team member can do to reduce one of these examples of conflict is outlined 			/24 marks (min 12)	
Review own performance as a team member <ul style="list-style-type: none"> • Own strengths and weaknesses as a team member are identified • Ways to improve own ability to function effectively in a team are identified 			/26 marks (min 13)	
Assessor's decision		Quality assurance use		

Total marks	Outcome (circle as applicable)	Total marks	Outcome (circle as applicable)
Total 50 + overall, AND minimum in each section	PASS/REFERRAL	Total 50 + overall, AND minimum in each section	PASS/REFERRAL
Section referral if applicable:		Date of IQA check:	
Name of assessor:		Name of IQA:	
Assessor signature and date:		IQA signature:	
ILM EV signature:		Date externally verified (where applicable):	

REFLECTIVE KNOWLEDGE REVIEW: DEVELOPING EFFECTIVE TEAM MEMBER SKILLS (M2.33)

TASK	
<p>This assignment requires that you reflect on various issues in your workplace. If you are not currently in employment use a workplace that you are familiar with. You could also use work in a voluntary capacity to complete this assignment.</p>	
<p><i>Please use the headings shown below when writing up your Assignment</i></p>	<p>Assessment Criteria</p>
<p>Understanding responsibilities for health and safety within the organisation</p> <p>As a team member, you are required to have a good understanding of your responsibilities in line with your organisation's health and safety policies and practices. Complete the following to assist you in obtaining this knowledge:</p> <ul style="list-style-type: none"> Describe the health and safety policies and practices within your organisation (your description should include a brief sentence about the purposes of these various policies and practices). <p>All work areas contain different hazards. Look at your work area and do the following:</p> <ul style="list-style-type: none"> Identify one hazard and explain the risk associated with this hazard. Briefly describe how you would report an incident or accident that relates to the hazard that you identified. Describe what your responsibility is in the event of a fire evacuation or first aid incident. <p><i>(min 7 marks required from 14 available)</i></p>	<ul style="list-style-type: none"> The organisation's health and safety policies and practices are briefly described A hazard within the work area is identified and the risk associated with it briefly explained How to report an incident or accident associated with this hazard in the organisation is briefly described Own responsibility in the event of a fire evacuation or first aid incident is described
<p>Understanding the legal requirements as a team member</p> <p>Within any organisation all employees are required to understand and follow certain legal requirements. Complete the following questions to help you understand what these legal requirements are:</p> <ul style="list-style-type: none"> Briefly describe why an employment agreement /contract is necessary. Explain what you should do if you believe that someone within the team is being unfairly discriminated against. Briefly describe two other legal obligations that govern your team's work. <p><i>(min 5 marks required from 10 available)</i></p>	<ul style="list-style-type: none"> Necessity of an employment contract/agreement is briefly described What they should do if they believe there is unfair discrimination within the team is explained Other legal obligations that govern the team are briefly described

<p>Contributing towards solving problems within a team</p> <p>A very important aspect of working together in a team is identifying and solving problems. The purpose of this task is for you to briefly describe:</p> <ul style="list-style-type: none"> • A problem, and the solution to the problem that was agreed by the team leader and the team, is briefly described. • How the solution was (or could be) implemented. <p><i>(min 5 marks required from 10 available)</i></p>	<ul style="list-style-type: none"> • A problem faced by a team in the organisation is briefly described • Solution agreed by the team leader and the team is briefly described • How this solution could be implemented is briefly described
<p>Effective communication with the team</p> <p>Effective communication is key to the success of your team. Think about how you communicate with your team members and identify:</p> <ul style="list-style-type: none"> • Your strengths. • Areas that you could improve when communicating with your team members. • Ways that you could improve two of these areas. <p><i>(min 5 marks required from 10 available)</i></p>	<ul style="list-style-type: none"> • Own strengths and weaknesses in communicating with other team members is identified • Ways in which own ability to communicate with other team members could be improved are identified
<p>Communicating with those outside your team</p> <p>Consider how you communicate with those outside your team:</p> <ul style="list-style-type: none"> • Explain your organisation's requirements when communicating with those outside of your team. • Describe what team members could do to improve communication with those outside the team. <p><i>(min 5 marks required from 10 available)</i></p>	<ul style="list-style-type: none"> • Organisational requirements when communicating with those outside the team is explained • What team members could do to improve communication with people outside the team is briefly described
<p>Contribute to a positive work environment in a diverse team</p> <p>Today many organisations across the world consist of culturally diverse workforces. One of the most attractive skills to employers is the ability of employees to be able to work within diverse teams. In the following task:</p> <ul style="list-style-type: none"> • Explain what you think you could do to contribute to a positive work environment within a diverse team. • Describe one example of inappropriate behaviour within a team and explain the appropriate action taken to address this behaviour. <p><i>(min 5 marks required from 10 available)</i></p>	<ul style="list-style-type: none"> • What they could do to contribute to a positive work environment within a diverse team is explained • An example of inappropriate behaviour in the team is described and what action should be taken if this happens is explained
<p>Use physical resources efficiently</p> <p>Sensible management and use of physical resources is essential if an organisation is to provide the best possible service to its customers.</p> <ul style="list-style-type: none"> • Identify the resources required for a specific team activity, and explain the importance of having the appropriate 	<ul style="list-style-type: none"> • Resources required for a specific team activity are identified, and why it is important to have appropriate levels of these resources to meet the activity is explained • How to obtain materials or consumable items for the team is

<p>resource levels to meet the team's requirements for this activity.</p> <ul style="list-style-type: none"> Briefly describe how to obtain the materials or consumable items needed for the team. <p><i>(min 5 marks required from 10 available)</i></p>	<p>briefly described</p>
<p>How to manage yourself and your time in line with team goals</p> <p>Learning to manage your time is essential when working towards team goals as part of a team. This task requires you to:</p> <ul style="list-style-type: none"> Identify your own strengths as a team member and also areas in which you feel you could improve. Set yourself personal objectives to help to achieve team goals/targets. Describe a simple time management technique you could use to achieve your objectives. <p><i>(min 8 marks required from 16 available)</i></p>	<ul style="list-style-type: none"> Own strengths and areas for improvement as a team member are identified Personal objectives to help to achieve the team's goals or targets are set A simple time management technique they could use to help achieve their objectives is described
<p>Manage yourself in a stressful situation</p> <p>Within most departments at some point in time you may find yourself in a stressful situation. This can often be heightened when working in a team. In this section you will be required to:</p> <ul style="list-style-type: none"> Briefly describe likely causes of stress you may encounter and its impact on the team. Describe two of the ways you could manage this stress. Identify sources of support available to you in the workplace or elsewhere to help deal with stress. <p><i>(min 5 marks required from 10 available)</i></p>	<ul style="list-style-type: none"> Likely causes of stress to themselves and its likely impact on the team is briefly described What they could do to manage the recognised stress is described Sources of support available to the individual in the workplace or elsewhere, to help deal with stress are identified
<p>By submitting I confirm that this assessment is my own work</p>	

MARK SHEET: REFLECTIVE KNOWLEDGE REVIEW: DEVELOPING EFFECTIVE TEAM MEMBER SKILLS (M2.33)

Centre Number:	Centre Name:			
Learner Registration No:	1. Learner named below confirms authenticity of submission. 2. ILM uses learners' submissions – on an anonymous basis – for assessment standardisation. By submitting, I agree that ILM may use this script on condition that all information which may identify me is removed. However, if you are unwilling to allow ILM use your script, please refuse by ticking the box: <input type="checkbox"/>			
Criteria	Strengths	Weaknesses	Assr mark	QA mark
Understanding responsibilities for health and safety within the organisation <ul style="list-style-type: none"> The organisation's health and safety policies and practices are briefly described A hazard within the work area is identified and the risk associated with it briefly explained How to report an incident or accident associated with this hazard in the organisation is briefly described Own responsibility in the event of a fire evacuation or first aid incident is described 			/14 marks (min 7)	
Understanding the legal requirements as a team member <ul style="list-style-type: none"> Necessity of an employment contract/agreement is briefly described What they should do if they believe there is unfair discrimination within the team is explained Other legal obligations that govern the team are briefly described 			/10 marks (min 5)	
Contributing towards solving problems within a team <ul style="list-style-type: none"> A problem faced by a team in the organisation is briefly described Solution agreed by the team leader and the team is briefly described How this solution could be implemented is briefly described 			/10 marks (min 5)	
Effective communication with the team <ul style="list-style-type: none"> Own strengths and weaknesses in communicating with other team members is identified Ways in which own ability to 				

communicate with other team members could be improved are identified			/10 marks (min 5)	
Communicating with those outside your team <ul style="list-style-type: none"> Organisational requirements when communicating with those outside the team is explained What team members could do to improve communication with people outside the team is briefly described 			/10 marks (min 5)	
Contribute to a positive work environment in a diverse team <ul style="list-style-type: none"> What they could do to contribute to a positive work environment within a diverse team is explained An example of inappropriate behaviour in the team is described and what action should be taken if this happens is explained 			/10 marks (min 5)	
Use physical resources efficiently <ul style="list-style-type: none"> Resources required for a specific team activity are identified, and why it is important to have appropriate levels of these resources to meet the activity is explained How to obtain materials or consumable items for the team is briefly described 			/10 marks (min 5)	
How to manage yourself and your time in line with team goals <ul style="list-style-type: none"> Own strengths and areas for improvement as a team member are identified Personal objectives to help to achieve the team's goals or targets are set A simple time management technique they could use to help achieve their objectives is described 			/16 marks (min 8)	
Manage yourself in a stressful situation <ul style="list-style-type: none"> Likely causes of stress to themselves and its likely impact on the team is briefly described What they could do to manage the recognised stress is described Sources of support available to the individual in the workplace or elsewhere, to help deal with stress 				

are identified			/10 marks (min 5)	
Assessor's decision		Quality assurance use		
Total marks	Outcome (circle as applicable)	Total marks	Outcome (circle as applicable)	
Total 50 + overall, AND minimum in each section	PASS/REFERRAL	Total 50 + overall, AND minimum in each section	PASS/REFERRAL	
Section referral if applicable:		Date of IQA check:		
Name of assessor:		Name of IQA:		
Assessor signature and date:		IQA signature:		
ILM EV signature:		Date externally verified (where applicable):		