



WORKPLACE CORE SKILLS UNIT

What are Core Skills?

Core Skills are skills and abilities that everyone needs in their work. This is true for every job in every workplace.

The Core Skills are:

- ◆ Communication
- ◆ Numeracy
- ◆ Information and Communication Technology
- ◆ Problem Solving
- ◆ Working with Others

Employers look for Core Skills when they are appointing new staff. They also expect their existing staff to have these skills.

Core Skills are important because they help you work effectively in your present job and also prepare you for jobs that you will do in future. Developing your Core Skills helps you deal with today's rapidly changing world and improve your career prospects.

What is this Core Skills Unit about?

This Unit is about working co-operatively with others on a workplace activity and/or activities that involve simple interactions.

Your assessor will explain anything in this Unit that you do not understand.

What should I know or be able to do before I start this Unit?

You do not need any specific knowledge or experience before starting on this Unit.

It would be useful to be able to show that you have some experience of working with others in the workplace, for example helping a colleague to set up a room for a presentation.

The National Core Skills Unit in Working with Others at SCQF level 2 or an equivalent qualification provides good preparation for this Unit.

What do I need to do?

You will need to carry out each of the following two tasks.

Task 1: Work co-operatively with others

Work co-operatively with at least one other person, who may be a colleague, client, or customer, to achieve a common goal. To do this you will have to:

- ◆ use simple interpersonal skills
- ◆ identify your role and how it relates to the roles of others involved in the co-operative working activity and/or activities
- ◆ carry out your role, adapting your actions and behaviour as appropriate, for example if you need to cover for someone who is off ill
- ◆ ask politely for information and support from others, for example:
 - ◆ can they assist you if you need help
 - ◆ can they provide resources you need?
- ◆ provide information and support to others, for example:
 - ◆ asking if they need help
 - ◆ listening to their needs and wishes
 - ◆ explaining something that you know more about
 - ◆ acting considerately towards them

Task 2: Checking and evaluating

Check how well you contributed to the co-operative activity and/or activities.

To do this you will have to:

- ◆ decide on measures you can use to judge how well you co-operated with others, for example:
 - ◆ did you complete all your activities
 - ◆ did you get things done on time
 - ◆ did you seek support from others
 - ◆ did you help other people as much as you could
 - ◆ were you polite and respectful?

- ◆ ask for feedback on your contribution to the co-operative activity and/or activities

- ◆ use your chosen measures and feedback to make a judgement on how well you co-operated with others, for example:
 - ◆ what did you do particularly well
 - ◆ any difficulties and how you dealt with them

- ◆ set personal objectives for how you could improve your own co-operative working skills in future

How will I show that I have achieved this Unit?

You will need evidence to show that you have achieved both the tasks in this Unit.

Some of the evidence will come from your assessor watching you carrying out some tasks involving other people at work. In addition, your assessor may ask you questions to check your knowledge, understanding, and practical abilities, and make notes or a recording of what was said and/or done.

You may have video evidence or written evidence such as completed forms, notes of discussions, a diary, or blog. You may also have e-mails that show how you co-operated or have noted your thoughts on how well you think you co-operated.

You are allowed to gather evidence from several activities where you work with others that show that you can do both tasks.

What might be involved?

This Unit may be achieved in many ways. Examples of an activity and/or activities you might do are:

- ◆ organise, with colleagues, a meeting for staff in your company
- ◆ work with a colleague to plan a party or day out for children in your nursery
- ◆ ensure all resources are ready for your stylist to complete client work

What can I do next?

You could move on to the Working with Others Core Skills Unit at SCQF level 4.

You could consider doing other Core Skills Units in:

- ◆ Communication
- ◆ Information and Communication Technology
- ◆ Numeracy
- ◆ Problem Solving

Your assessor can advise you about this.

Guidance for assessors

Further information about delivery, assessment, and evidence requirements for this Unit can be found in the corresponding Assessment Support Pack. In addition, the *Guide to Assessing Workplace Core Skills* provides further information on assessment.

Disabled learners and/or those with additional support needs

The additional support needs of individual learners should be taken into account when planning learning experiences, selecting assessment instruments, or considering alternative competence standards for Units.

Additional advice and guidance for learners with disabilities and/or additional support needs should initially be discussed with the centre where the learner is registered.

If the centre is unable to offer a satisfactory solution then the learner, usually in conjunction with the centre, should contact the External Verifier of the Awarding Body where the learner is registered for certification.

Becoming an approved awarding body

Workplace core skills may only be offered by an SQA approved awarding body. Information on how to become an 'approved' Awarding Body is published on SQA Accreditation's website.

http://accreditation.sqa.org.uk/accreditation/Awarding_Body_Approval/Awarding_Body_Approval

Unit reference codes

This workplace core skills unit is offered by a number of different awarding bodies. The unit reference codes for each awarding body offering this workplace core skills unit are as follows:

http://accreditation.sqa.org.uk/accreditation/Qualifications/Workplace_Core_Skills/Workplace_Core_Skills

ADMINISTRATION INFORMATION

Credit Value

6 SCQF credit points at SCQF level 3



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Tel: 0345 213 5249
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Website: http://accreditation.sqa.org.uk/accreditation/Qualifications/Workplace_Core_Skills/Workplace_Core_Skills

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