

Student Name:

NVQ Spectator Safety – Level 2 Workbook

Unit 5 (A52): Contribute to the work of your team

Questions

For the whole unit:

1. What are the values or codes of practice relevant to the work you are carrying out?

2. Why is effective team work important?

3. How does improving your own work and the work of your team help improve your organisation as a whole and the level of service that the customer receives?

Work effectively with your colleagues:

4. What does 'good working relationships' with your colleagues mean?

5. How can you establish good working relationships with your colleagues?

6. Why is it important to always communicate clearly with your colleagues?

7. How should you communicate with managers in your organisation?

8. What are the duties that you are responsible for?

9. Why is it important to carry out your duties as agreed or warn colleagues in good time if you cannot?

10. Give examples of situations in which you may need help in your work and explain why you should always ask for help and information in these situations?

11. Give examples of situations in which you may need to provide help and information to your colleagues:

12. Give examples of situations in which you should not provide help and information to your colleagues:

13. What is the purpose of team meetings?

14. Why are team discussions important and why should you contribute to them?

15. What are the procedures for dealing with conflict in your organisation?

Improve your own work:

16. Why is it important to continuously improve your own work?

17. Why is it important to assess your own work yourself and get feedback from your colleagues?

18. What does it mean to 'handle criticism positively' and why this is important?

19. Who are the relevant members of staff in your organisation with whom you can plan and develop your work?

20. What are the procedures you should follow when you want to take part in training and development activities

Help to improve the work of your organisation:

21. What are the types of situations in which customers give you feedback on the services they receive?

22. Why is it important to listen to customer feedback?

23. How would you identify areas where the team's work could be improved?

24. What are the procedures you should follow for making suggestions on how to improve services to customers?

25. Why is it important to discuss your suggestions with colleagues and to take account of their ideas?

Read and complete Team Exercise No 1

1) What do you feel were the strengths and weaknesses of your team's performance?

Strengths	Weaknesses
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2) Identify 1 thing you could do differently to improve your performance in this task?

3) Identify 1 thing your team could do to improve its performance in this task?

Read and complete Team Exercise No 2

1) What do you feel were the strengths and weaknesses of your own performance?

Strengths	Weaknesses
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2) Give examples to show how you think you contributed fully:

3) How would you improve your input next time and why?

(Referencing : K2,K3,K16,K17,K23,K24)

CANDIDATE NAME: _____

Candidate Statement:

I confirm that the work within this exercise is authentic and a true representation of my own work:

Candidate (signature).....

Assessor Statement:

I confirm that this candidate has completed this workbook sufficiently and that the evidence contained that I have assessed is valid, authentic, reliable, current & sufficient:

Assessor (signature).....

Date of Sign off

Internal Verification Declaration:

I confirm that I have sampled the candidates work contained in this workbook:

Internal Verifier (signature)..... Date:.....