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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED UNIT STANDARD:

Apply knowledge of self and team in order to develop a plan to enhance team performance

SAQA US ID	UNIT STANDARD TITLE			
13912	Apply knowledge of self and team in order to develop a plan to enhance team performance			
ORIGINATOR		ORIGINATING PROVIDER		
SGB Generic Management				
QUALITY ASSURING BODY				
-				
FIELD			SUBFIELD	
Field 03 - Business, Commerce and Management Studies			Generic Management	
ABET BAND	UNIT STANDARD TYPE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Undefined	Regular-Fundamental	Level 3	NQF Level 03	5
REGISTRATION STATUS		REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Reregistered		2012-07-01	2015-06-30	SAQA 0695/12
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2016-06-30		2019-06-30		

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

PURPOSE OF THE UNIT STANDARD

This unit standard required learners to reflect on the strengths and weaknesses of themselves and their teams in order to manage team performance.

It is intended for managers of small businesses and junior managers of business units in larger organisations. The term business unit in this unit standard implies a small business, cost center, section or department.

Junior managers include, but are not limited to team leaders, supervisors, first line managers and section heads. The position is term is used to describe the first level of management in an organisation at which an employee has other employees reporting to him/her.

The qualifying learner is capable of:

- Understanding him/herself as worker in a specific position.
- Identifying own role in an organisation.
- Understanding the dynamics within a specific group.
- Using a variety of strategies to deal with potential conflict in a team or group.
- Developing a plan of action to enhance team performance

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

There is open access to this unit standard. Learners should be competent in Communication and Mathematical Literacy at NQF level 2.

UNIT STANDARD RANGE

The typical scope of this unit standard is conflict arising out of interpersonal differences and group dynamics.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Demonstrate knowledge and understanding of self as a worker in a specific work position

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. Own strengths and weaknesses are identified, based on self-reflection and feedback.

ASSESSMENT CRITERION 2

2. A personal development plan to strengthen own performance is compiled with a view to becoming a role model for a team or group.

SPECIFIC OUTCOME 2

Identify own role in an organisation

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. The organogram of an organisation is interpreted and an indication is given of the learner's place in the organisation.

ASSESSMENT CRITERION 2

2. An organisation's expectations of a person in the learner's position are explained and an indication is given as to how performance is monitored and measured.

ASSESSMENT CRITERION 3

3. The values and attitudes of a particular organisation are explored with reference to the organisation's code of ethics or conduct.

ASSESSMENT CRITERION 4

4. The effect of the code of conduct on decisions a team leader may make are indicated with reference to the code of conduct of a specific organisation.

SPECIFIC OUTCOME 3

Use a variety of strategies to deal with potential conflict in a team or group

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

1. The kinds of conflict that could arise in a team or group are identified and strategies to deal with issues in a team are demonstrated in role-play situations.

ASSESSMENT CRITERION 2

2. Strategies for creating a positive working environment in a team or group are explored and an indication is given of the role of the team leader in creating a positive work environment.

ASSESSMENT CRITERION 3

3. Situations that hamper efficiency in a group are identified and suggestions are made to improve these situations.

ASSESSMENT CRITERION 4

4. Support systems available to the team are identified and an indication is given of the learner's own role in being supportive and using a support system.

SPECIFIC OUTCOME 4

Demonstrate knowledge and understanding of the dynamic within a specific group

ASSESSMENT CRITERIA**ASSESSMENT CRITERION 1**

1.The strengths and weaknesses of a group or team are identified based on reflection and team performance.

ASSESSMENT CRITERION 2

2.The strengths and weaknesses of individuals within a group or team are identified in order to decide on an appropriate management strategy.

ASSESSMENT CRITERION 3

3.Situations that are a cause of concern or dissent in a group or team are identified and plan is development to minimise their negative effect on the team.

ASSESSMENT CRITERION 4

4.Positive situations in a group or team are identified and a plan is developed to maximise the affect on the team's performance

SPECIFIC OUTCOME 5

Develop a plan of action to enhance the performance of a team

ASSESSMENT CRITERIA**ASSESSMENT CRITERION 1**

1.Goals appropriate to the team are set in order to improve performance within a specific organisation.

ASSESSMENT CRITERION 2

2.A plan of action is developed as a means of achieving group or team goals.

ASSESSMENT CRITERION 3

3.The importance of consultation and joint decision making in setting team or group goals is explained and an indication is given of how a team can be involved in a goal setting process.

ASSESSMENT CRITERION 4

4.Progress in the implementation of team goals is monitored and an indication is given of when and how it may be necessary to amend the plan.

UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS

Assessment of this Unit Standard should be contextual and practical.

- Assessors must be registered as an assessor with the Services ETQA or an ETQA that represents the sectors in which the learner is employed.
- Moderators must be registered as assessors with the Services ETQA, or with an ETQA that has a Memorandum of Understanding with the Services ETQA.
- The mechanisms and requirements for moderation should be applied in accordance with the requirements of the relevant ETQA.
- Assessment should include both formative and summative assessment.
- Training providers must be accredited by the Services ETQA or with an ETQA that has a Memorandum of Understanding with the Services ETQA.

Critical Cross-field Outcomes (CCFO):**UNIT STANDARD CCFO IDENTIFYING**

The learner is able to identify and solve problems and make decisions in developing a plan of action to minimise negative influences and enhance the performance of a group, and in applying a code of conduct to own decisions.

UNIT STANDARD CCFO ORGANISING

The learner is able to organise and manage him/herself planning a work schedule for a team based on the strengths and weaknesses of individual members.

UNIT STANDARD CCFO COLLECTING

The learner is able to collect, organise and critically evaluate information by assessing the strengths and weaknesses of the group and individual members of a team.

UNIT STANDARD CCFO COMMUNICATING

The learner is able to communicate effectively in dealing with potential conflict in a team.

QUALIFICATIONS UTILISING THIS UNIT STANDARD:

	ID	QUALIFICATION TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	STATUS	END DATE	QUALITY ASSURING BODY
Core	64949	National Certificate: Laboratory Practice	Level 2	NQF Level 02	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Core	58248	National Certificate: Laboratory Practice	Level 2	NQF Level 02	Passed the End Date - Status was "Registered"	2008-08-05	MQA
Core	65510	National Certificate: Piano Restoration	Level 2	NQF Level 02	Reregistered	2015-06-30	CATHSSETA
Core	65010	National Certificate: Aviation Support Operations	Level 3	NQF Level 03	Reregistered	2015-06-30	TETA
Core	64589	National Certificate: Community Water, Health and Sanitation Monitoring	Level 3	NQF Level 03	Reregistered	2015-06-30	EWSETA
Core	80566	National Certificate: Contact Centre and Business Process Outsourcing Support	Level 3	NQF Level 03	Reregistered	2015-06-30	SERVICES
Core	49752	National Certificate: Environmental Practice	Level 3	NQF Level 03	Reregistered	2015-06-30	LG SETA
Core	48494	National Certificate: Financial Services Management	Level 3	NQF Level 03	Passed the End Date - Status was "Reregistered"	2012-06-30	INSETA
Core	20175	National Certificate: Hygiene and Cleaning Supervision	Level 3	NQF Level 03	Reregistered	2015-06-30	SERVICES
Core	67329	National Certificate: Inshore Maritime Operations	Level 3	NQF Level 03	Reregistered	2015-06-30	TETA
Core	83946	National Certificate: Management	Level 3	NQF Level 03	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Core	21812	National Certificate: Mining Operations: Underground Coal	Level 3	NQF Level 03	Reregistered	2015-06-30	MQA
Core	58143	National Certificate: Music Industry Practice	Level 3	NQF Level 03	Reregistered	2015-06-30	CATHSSETA
Core	49083	National Certificate: Wood Products Processing	Level 3	NQF Level 03	Reregistered	2015-06-30	FPMSETA
Core	66809	Further Education and Training Certificate: Sport Technical Officiating	Level 4	NQF Level 04	Reregistered	2015-06-30	CATHSSETA
Core	49403	Further Education and Training Certificate: Steel Tube and Pipe Manufacturing (Seamless Hot-	Level 4	NQF Level	Passed the End Date -	2012-06-	MERSETA

		Finished OR Welded OR Cold-Formed)		04	Status was "Reregistered"	30	
Fundamental	58975	National Certificate: Automated Packaging Operations	Level 3	NQF Level 03	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Fundamental	57879	National Certificate: Manufacturing of Surface Coatings	Level 3	NQF Level 03	Reregistered	2015-06-30	CHIETA
Elective	49648	National Certificate: New Venture Creation (SMME)	Level 2	NQF Level 02	Reregistered	2015-06-30	SERVICES
Elective	58011	National Certificate: Acoustic Piano Back-framing	Level 3	NQF Level 03	Reregistered	2015-06-30	CATHSSETA
Elective	71989	National Certificate: Automotive Components: Manufacturing and Assembly	Level 3	NQF Level 03	Reregistered	2015-06-30	MERSETA
Elective	20184	National Certificate: Banking	Level 3	NQF Level 03	Reregistered	2015-06-30	BANKSETA
Elective	59851	National Certificate: Diamond Processing	Level 3	NQF Level 03	Reregistered	2015-06-30	MOA
Elective	67589	National Certificate: Equine Practices	Level 3	NQF Level 03	Reregistered	2015-06-30	CATHSSETA
Elective	48916	National Certificate: Explosives Manufacturing Operations	Level 3	NQF Level 03	Passed the End Date - Status was "Reregistered"	2009-06-17	CHIETA until Last Date for Achievement
Elective	58577	National Certificate: General Security Practices	Level 3	NQF Level 03	Reregistered	2015-06-30	SAS SETA
Elective	78323	National Certificate: Lamproom Operations	Level 3	NQF Level 03	Reregistered	2015-06-30	MOA
Elective	73109	National Certificate: Landscape Irrigation	Level 3	NQF Level 03	Reregistered	2015-06-30	AgriSETA
Elective	58719	National Certificate: Metals Processing	Level 3	NQF Level 03	Reregistered	2015-06-30	MERSETA
Elective	65549	National Certificate: Mining Technical Support	Level 3	NQF Level 03	Reregistered	2015-06-30	MOA
Elective	72049	National Certificate: Pharmacist Assistance	Level 3	NQF Level 03	Reregistered	2014-06-30	As per Learning Programmes recorded against this Qual
Elective	79407	National Certificate: Polymer Compound Manufacturing	Level 3	NQF Level 03	Reregistered	2015-06-30	MERSETA
Elective	57804	National Certificate: Public Administration	Level 3	NQF Level 03	Reregistered	2015-06-30	PSETA
Elective	62869	National Certificate: Rockbreaking: Surface Excavations	Level 3	NQF Level 03	Reregistered	2015-06-30	MOA
Elective	49447	National Certificate: Trade Exhibition Support	Level 3	NQF Level 03	Reregistered	2015-06-30	SERVICES
						2015-	

Elective	49688	National Certificate: Victim Empowerment	Level 3	NQF Level 03	Reregistered	06-30	HW SETA
Elective	63409	National Certificate: Wholesale and Retail Operations	Level 3	NQF Level 03	Reregistered	2015-06-30	W&RSETA
Elective	61595	Further Education and Training Certificate: Business Administration Services	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	67461	Further Education and Training Certificate: Event Support	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	65110	Further Education and Training Certificate: Management	Level 4	NQF Level 04	Passed the End Date - Status was "Reregistered"	2009-03-14	As per Learning Programmes recorded against this Qual
Elective	49356	Further Education and Training Certificate: Medical Claims Assessing	Level 4	NQF Level 04	Reregistered	2015-06-30	INSETA
Elective	66249	Further Education and Training Certificate: New Venture Creation	Level 4	NQF Level 04	Reregistered	2015-06-30	SERVICES
Elective	50080	Further Education and Training Certificate: Project Management	Level 4	NQF Level 04	Reregistered	2015-06-30	SERVICES
Elective	66609	Further Education and Training Certificate: Retail Insurance	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	66610	Further Education and Training Certificate: Short Term Insurance	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	67697	Further Education and Training Certificate: Sport Administration	Level 4	NQF Level 04	Reregistered	2015-06-30	As per Learning Programmes recorded against this Qual
Elective	79246	Further Education and Training Certificate: Wild Land Fire Fighting	Level 4	NQF Level 04	Reregistered	2015-06-30	FPMSETA