Level 2 Developing personal and team effectiveness using IT (7574-235)

ITQ (QCF)
Assignment guide for Candidates
Assignment A
About City & Guilds
City & Guilds is the UK’s leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group
The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities
City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright
The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2010 and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a locked PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions on the City & Guilds website also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications
City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

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

City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000 (Centres)       www.cityandguilds.com
T +44 (0)844 543 0033 (Learners)       learnersupport@cityandguilds.com
## Contents

Unit 235 – Developing personal and team effectiveness using IT

Assignment A

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction – Information for Candidates</td>
<td>2</td>
</tr>
<tr>
<td>Candidate instructions</td>
<td>3</td>
</tr>
</tbody>
</table>
About this document
This assignment comprises part of the assessment for Level 2 Developing personal and team effectiveness using IT (7574-235).

Health and safety
You are responsible for maintaining the safety of others as well as your own. You are asked to work safely at all times.

You will not be allowed to continue with an assignment if you compromise any of the Health and Safety requirements.

Time allowance
The recommended time allowance for this assignment is two hours.
Time allowance: two hours

The assignment:

This assignment is made up of three tasks

- Task A - Knowledge test
- Task B - Action plan
- Task C - Team working – Witness Testimony

Scenario
As a fundamental part of your IT Apprenticeship you must be able to demonstrate both personal and team effectiveness. To support this and in order to reflect on your own self development, you are asked to answer the following questions, including seeking and receiving feedback.

Because this is an IT Apprenticeship your answers must be typed using an appropriate application.

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Knowledge test

1. Describe two ways in which IT tools and/or systems can be used to manage time effectively.

2. Identify two IT tools or resources to support your own learning and development.

3. Give two examples of the types of IT tools and/or systems that can help improve personal performance.

4. Thinking about your workplace, describe the roles and responsibilities of at least three team members.

5. Thinking about your workplace, describe two ways in which IT tools and systems can be used to improve team working.

6. Thinking about team working, identify two ways that IT could be used to overcome obstacles to effective teamwork.
Task B – Action Plan

1. Based on your answer to question A3 create an action plan to improve your own working practice. Consider the following elements as a minimum and explain what activity you will undertake for each of them:
   - Productivity Tools
   - IT Communication Tools
   - Time management tools
   - Resources for learning and development.

2. On your action plan, for each of the elements in Task B1 indicate a timescale for their completion and what evidence will be provided to demonstrate that the activity has been achieved.

Task C – Team working

1. For this task it is suggested that a small group carry out a task such as designing a website or making a presentation followed by feedback from the group on the final product.

   In order to confirm that this activity has taken place your assessor must complete a witness testimony that covers:
   - Your contribution to team activities
   - The way in which you provided feedback to other team members on their use of IT
   - Feedback from other members of the team on your use of IT.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment