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

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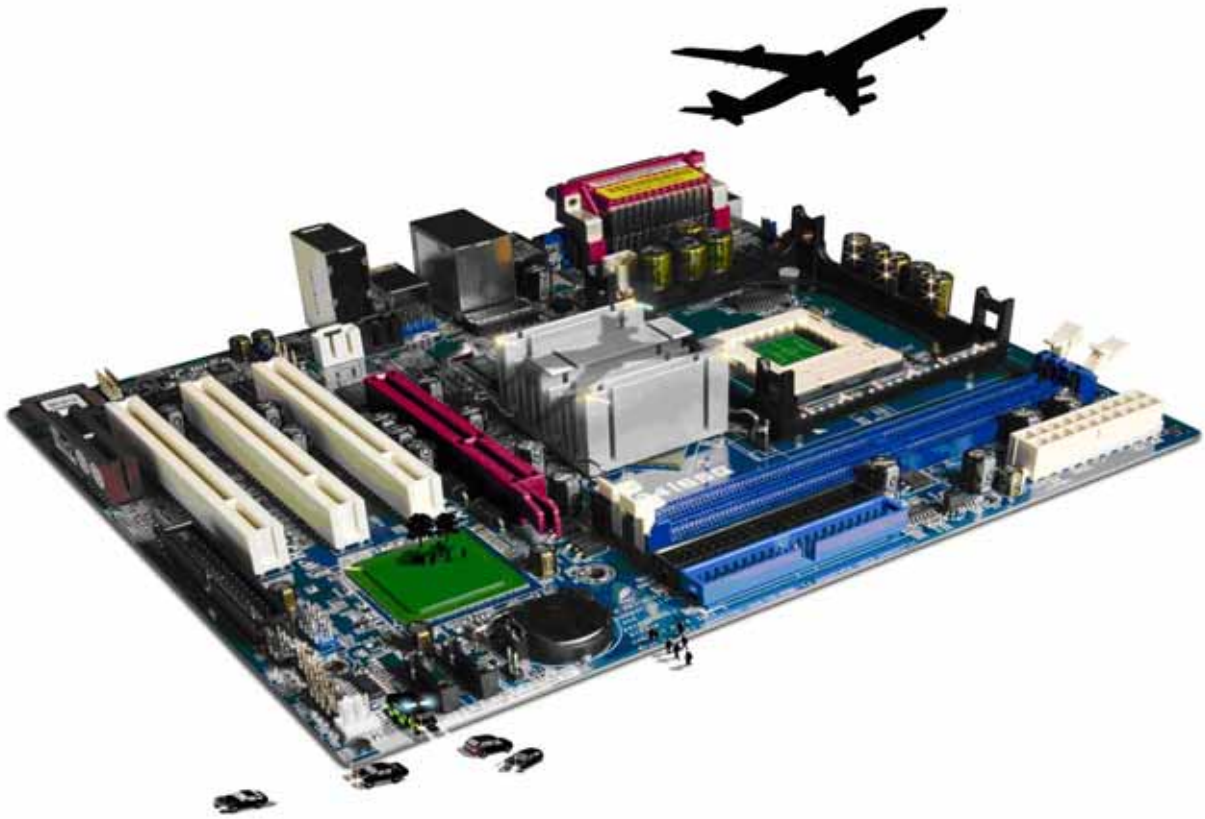
ITQ (QCF)
Assignment guide for Candidates
Assignment B



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Level 2 Developing Personal and Team Effectiveness Using IT (7574-235) Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises **all** 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**.

Level 2 Developing Personal and Team Effectiveness Using IT (7574-235)
Candidate instructions

Time allowance: two hours

The assignment:

This assignment is made up of **four** tasks

- Task A - Know how IT can support personal development
- Task B - Use IT to support personal development
- Task C - Know how IT can support the development of team effectiveness
- Task D - Review use of IT for team of collaborative activities

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 – Know how IT can support personal development

1 Identify at least **two** different tools that can be used to manage time effectively and briefly state their purpose.

2 Give **four** examples of ways that IT can be used to support your own learning and development.

For each, explain why this helps the learning and development process.

3 Briefly describe **three** ways that IT can be used to improve personal performance.

Task B – Use IT to support personal development

1 In order that you can create an action plan, use the internet to find a suitable skill scan, (or use one provided by your assessor) and complete it to identify your skills needs in a least **two** software applications.

Using your **Answers 235 B** provided by your assessor, add a screen print if you used an online skill scan or give the name of the file if you completed an electronic skill scan provided by your assessor.

2 Using your **Answers 235 B** provided by your assessor, create an action plan with SMART targets over a period of 12 months. Set targets for both applications that were used for your skill scan.

3 To demonstrate how you engage in courses or learning opportunities within your organisation add a screen print to show where you have engaged in an online learning opportunity.

If you do not use an online facility within your organisation then submit a document to show that you have carried out learning, this could be a scanned document of a learning plan from a trainer/assessor.

4 Identify **two** separate IT tools that can be used to improve personal performance in the workplace.
Using your **Answers 235 B** provided by your assessor, take a screen print of each of these tools in use and describe how you use them to improve your personal performance.

Task C – Know how IT can support the development of team effectiveness

1 Give a brief description of the different roles and responsibilities of team members and how they support team working.

2 Identify **three** examples of tools/systems that can be used for effective communication along with a brief description of how these can be best used.

3 Give **two** examples of obstacles that can be overcome using IT to improve effective teamwork.

Along with your examples add a brief explanation of how they could be implemented.

Task D – Review use of IT for team of collaborative activities

1 Give a brief review of how through IT you contributed to the completion of a task.

2 A member of your team has circulated an email to all company employees (regardless of whether they were part of the team that needed to know or not). It had many spelling mistakes and was written in capital letters.
Using your **Answers 235 B** document, compose the contents of an e-mail that should be sent to your colleague as a means of feedback.

3 You have been advised by the team leader that your work is consistently late and poorly proof read.

Using your **Answers 235 B** provided by your assessor, identify **two** IT tools that you could use to prevent this type of feedback again.

When you have finished working:

- Sign each document above your name (if printed out, or as a footer if electronic) and label all removable storage media (if used) 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

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