City & Guilds Level 3 Developing personal and team effectiveness using IT (7574-335)

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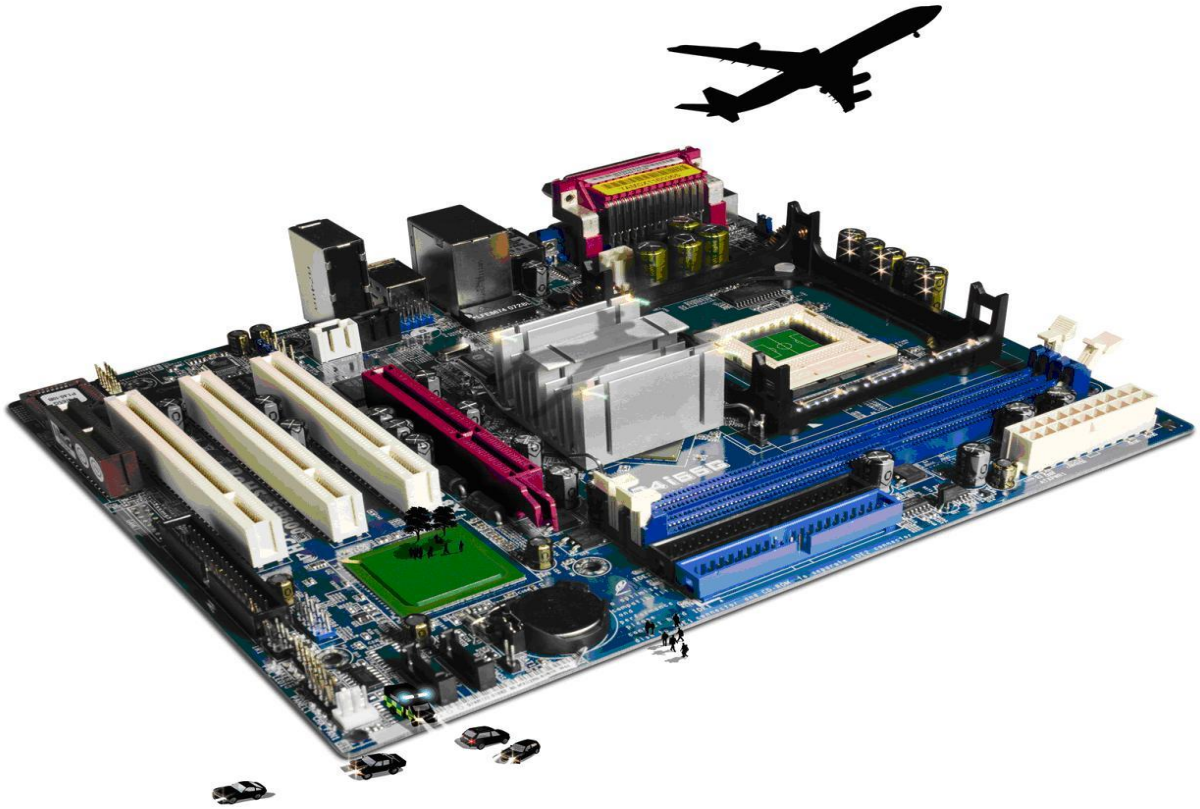
ITQ
Assignment guide for Candidates
Assignment B



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Contents

Unit 335 – Developing personal and team effectiveness using IT

Assignment B

Introduction – Information for Candidates	***2***
Candidate instructions	***3***

Level 3 Developing personal and team effectiveness using IT (7574-335)

Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Developing personal and team effectiveness using IT (7574-335).

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 and a half hours.

Level 3 Developing personal and team effectiveness using IT (7574-335)
Candidate instructions

Time allowance: two and a half hours

The assignment:

This assignment is made up of three tasks

- ***Task A - Knowledge***
- ***Task B - Action Plan***
- ***Task C – Team work***

Scenario
As a fundamental part of your IT Application Specialist 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 and/or work experience, you are asked to answer the following questions, including seeking and receiving feedback.

Because this is an Apprenticeship for IT Users 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

1 ***For your own personal development give one example for each of the following and briefly describe a specific resource:***
   - ***available to you within your own organisation to support formal learning***
   - ***available via the internet to support subject-specific learning***
   - ***to enable learning from others and sharing of best practice.***

2 ***Describe three barriers to effective teamwork within an organisation.***
   For each of these barriers, explain how teamwork can be improved through the use of IT tools and systems.

3 ***Explain five qualities you would look for when selecting members of a new project team.***

4 *Give one example of an IT tool or system that you have used to support collaboration between members of a team in your own organisation.*

State two benefits that have been achieved as a result.

Task B – Action plan

1 *Complete the table with three examples of the IT tools and resources available to you in your organisation that you have used as an action plan for your own personal performance improvement and time management.*

An illustration of how to complete the table is provided in the first row.

Task C – Team work

1 *Briefly describe the overall nature and purpose of a team activity you have been involved in.*

2 *Briefly describe at least three roles and responsibilities of the members of the team.*

3 *Give one example of how you provided feedback to another team member.*

4 *Critically review the following:*
- *How you used your IT skills in the completion of tasks*
- *How you used your IT skills to aid team communication*
- *How you used your IT skills to enhance team performance*

5 *Give one example of feedback that you received from other team members and describe how you used it to improve your own personal contribution to the team.*

6 *Describe one example of how you supported another team member in the development of new IT skills.*

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

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