**Evidence Log**

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| Unit Title: **Know How To Support The Work Of Your Team And Organisation** | | Unit Code(s): A/618/5744 WJG937 | | |
| Unit Level: **Level 2** | | Unit Credit: **Value: 1 (7 GLHs)** | | |
| Course Name: **Level 2 Award in Understanding Stewarding at Spectator Events** | | | | |
| Course Start Date: | | Course End Date: | | |
| Learner Name: | | | | |
| Tutor Name: | | Centre/Venue: | | |
|  | | Date Assessment Criteria  Met | Location  of  Supporting  Evidence | TUTOR SIGNATURE |
| **LO 1** | **Understand how to work effectively with colleagues** | | | |
| AC 1.1 | Explain what ‘good working relationships’ with colleagues means. |  |  |  |
| AC 1.2 | Describe how to establish good working relationships with colleagues. |  |  |  |
| AC 1.3 | Explain why it is important to communicate clearly. |  |  |  |
| AC 1.4 | Describe how to communicate with managers in the organisation. |  |  |  |
| AC 1.5 | List the duties within own area of responsibility. |  |  |  |
| AC 1.6 | Explain why it is important to carry out duties as agreed or warn colleagues in good time if this is not possible. |  |  |  |
| AC 1.7 | Identify situations in which help may be needed. |  |  |  |
| AC 1.8 | Describe the importance of always asking for help and information when it is needed. |  |  |  |
| AC 1.9 | Describe situations in which help and information may need to be provided to colleagues. |  |  |  |
| AC 1.10 | Explain the purpose of team meetings. |  |  |  |
| AC 1.11 | Explain why team discussions are important and why it is important to contribute to these. |  |  |  |
| AC 1.12 | Describe the procedures for dealing with conflict in the organisation. |  |  |  |
| **LO 2** | **Understand how to improve own work** | | | |
| AC 2.1 | Explain why it is important to continuously improve own work. |  |  |  |
| AC 2.2 | Explain why it is important to assess own work and get feedback from colleagues. |  |  |  |
| AC 2.3 | Explain what it means and why it is important to ‘handle criticism positively’ and why this is important. |  |  |  |
| AC 2.4 | Identify the relevant member of staff in the organisation with whom own plan be planned and developed. |  |  |  |
| AC 2.5 | Describe the procedures to follow to take part in training and development activities. |  |  |  |
| AC 2.6 | Outline how to find opportunities to take on responsibilities to develop own skills and knowledge. |  |  |  |
| AC 2.7 | Outline how to develop a career development plan to help own progression. |  |  |  |
| **LO 3** | **Understand how to help support and improve the work of own team and organisation** | | | |
| AC 3.1 | Identify the values or codes of practice relevant to the work they carry out. |  |  |  |
| AC 3.2 | Identify the importance of effective teamwork. |  |  |  |
| AC 3.3 | Describe how improving own work and the work of their team can improve the organisation as a whole and the level of service that the customer receives. |  |  |  |
| AC 3.4 | Explain why it is important to note customer feedback. |  |  |  |
| AC 3.5 | Outline how to identify areas where the team and organisation’s work could be improved. |  |  |  |
| AC 3.6 | Identify the procedures to follow for making suggestions on how to improve services. |  |  |  |
| AC 3.7 | Explain why it is important to discuss own suggestions with colleagues and to take account of their ideas. |  |  |  |

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| Tutor Feedback |  | Tutor Name, Signature  and Date |
| Learner Comment |  | |