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| Title: | | **Understanding how to manage remote workers** | | |
| Level: | | **3** | | |
| Credit value: | | **2** | | |
| Unit guided learning hours | | **7** | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand the nature of remote working | | | 1.1  1.2  1.3 | Explain the meaning of remote working  List the benefits of remote working for the organisation and the individual  List the potential barriers to remote working for the organisation and for the individual |
| 1. Know how to lead a remote working team | | | 2.1  2.2  2.3  2.4  2.5  2.6 | Explain the role of trust in remote working  Describe how to develop trust when managing remote workers  Explain the role of communication in remote working  Describe how to communicate effectively with remote workers  Explain the role and nature of motivation when managing remote workers  Describe how to give effective feedback to remote workers |
| 1. Know how to provide support for remote workers | | | 3.1  3.2  3.3 | Describe how to overcome isolation for remote workers  Describe how to ensure health and safety of remote workers  Describe how to provide technical support for remote working |
| **Additional information about the unit** | | | **'Individual' – in this context is the 'worker' not the manager.** | |
| Unit purpose and aim(s) | | | To enable learners to understand the basics of the management of people of an organisation who work remotely. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to Management & Leadership 2008 NOS: | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Council for Administration (CfA) | |
| Equivalencies agreed for the unit (if required) | | | N/A | |
| Location of the unit within the subject/sector classification system | | | 15.3 – Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Developments in flexible working practices * The business case for remote working - costs and benefits * Selecting the right people for remote working – nature of the job role, personal characteristics, availability of technical resources and suitable working environments | | | |
| 2 | * Managing people remotely – communication, trust, motivating, creating a sense of belonging, skills development * Developing skills for remote working – time management , planning and prioritising work, problem solving and decision making, IT | | | |
| 3 | * Remote working policy * Health and safety in relation to remote working * Types of technology and technical available to support remote working | | | |