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| Title: | | **Developing people in the workplace** | | |
| Level: | | 4 | | |
| Credit value: | | 5 | | |
| Unit guided learning hours | | 21 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand the importance of promoting personal development | | | 1.1  1.2 | Assess the potential benefits to the organisation of developing individuals  Assess the benefits to the individual of personal development |
| 1. Be able to plan for an individual’s development | | | 2.1  2.2  2.3 | Assess how to manage an individual’s expectations in respect to personal development.  Evaluate development vehicles in the organisation appropriate to the development needs of the individual  Develop a plan to meet the identified development needs of an individual |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To be able to plan the personal development of individuals in the workplace. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to Management and Leadership 2004 NOS: A2, D7, D9 | |
| 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) | | | M4.11 Developing and managing people in the workplace | |
| Location of the unit within the subject/sector classification system | | | 15.3 Business Management | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Examining the expectations and requirements of people * Determining groups and individuals for whom the manager has responsibility * Diversity in the workplace * Understanding the causes of conflict in the organisation * Promotion of work/life balance | | | |
| 2 | * Administering people in accordance with guidelines and career pathways * Being aware of and understanding organisational policies (diversity, substance and alcohol abuse etc) * Understanding the variety of documentation required to manage people * Managing career development of people * Support structures within the organisation * Techniques for managing interpersonal conflict * Techniques for supervision and formal appraisal * Methods of ensuring fair and objective assessment/appraisal * Methods to monitor, evaluate and record individual feedback * Reporting performance appraisal including the importance of confidentiality * Promotion of a healthy life-style * Learning styles and the range of training/development opportunities available * Mechanisms to provide appropriate feedback to individuals * Career development strategies * Appropriate recording systems | | | |