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| Title: | **Delegating authority in the workplace** | | |
| Level: | 4 | | |
| Credit value: | 3 | | |
| Unit guided learning hours | 3 | | |
| Learning outcomes (the learner will) | | Assessment criteria (the learner can) | |
| 1. Understand the benefits of delegation | | 1.1  1.2 | Evaluate the benefits of effective delegation  Explain how delegation can be used to empower others |
| 1. Be able to delegate effectively in the workplace | | 2.1  2.2 | Justify an appropriate process to follow when delegating work within your area of responsibility  Allocate and monitor work that you have delegated within your own area of responsibility |
| 1. Be able to improve own ability to delegate and empower others | | 3.1  3.2 | Review how well you delegated the task, based on the outcomes of the delegated task and feedback from others  Assess how you can improve your own ability to delegate and empower others |
| **Additional information about the unit** | |  | |
| Unit purpose and aim(s) | | To enable candidates to delegate work effectively and empower others. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | Links to Management & Leadership 2004 NOS: B6, D5 | |

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| 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) | | M4.09 Delegating Authority 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 | * Advantages and disadvantages of delegation * Principles of effective delegation * Delegating to empower others * Levels of delegation * Requirements of delegation and requirements of empowerment * Constraints and benefits of empowerment * The importance of making effective and efficient use of people’s knowledge and skills, and how to achieve this * Definitions of authority and power, responsibility and accountability | |
| 2 | * Techniques for deciding the most appropriate individual to undertake the activity * Process of delegation including barriers and support mechanisms | |
| 3 | * Techniques to monitor outcomes of delegation * Feedback, recognition and reward techniques * Review of own effectiveness in delegating tasks * Identifying actions that could improve ability to delegate | |