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| Title: | **Understanding organising and delegating in the workplace**  |
| Level: | **3** |
| Credit value: | **1** |
| Unit guided learning hours | **4** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand how to organise people to achieve objectives
 | 1.11.21.3 | Explain the importance of making effective and efficient use of people’s knowledge and skills while planning a team’s work to achieve objectivesExplain how to identify the appropriate person for an activity in the workplaceExplain how human resource planning can be used to assure output and quality in the workplace |
| 1. Understand how to delegate to achieve workplace objectives
 | 2.12.22.32.4 | Explain how to delegate tasks effectivelyDescribe the benefits of empowerment in the workplace Identity barriers to delegation and how these can be overcomeExplain a technique that could be used to monitor the outcomes of delegation in the workplace |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop knowledge and understanding of organising and delegating in the workplace as required by a practising or potential first line manager. |
| 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: B6, E10 |
| 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) | M3.21 – Organising and delegating |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * The importance of planning the team’s work to achieve objectives
* Techniques for deciding the most appropriate individual to undertake the activity
* The importance of making effective and efficient use of people’s knowledge and skills, and how to achieve this
* Outline of the principles of human resource planning to assure continuity of output and quality
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| 2 | * Definitions of authority and power; responsibility and accountability
* Concepts of delegation and empowerment
* Process of delegation including barriers and support mechanisms
* Techniques to monitor outcomes of delegation
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