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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
 | 1.11.2 | Assess the potential benefits to the organisation of developing individualsAssess the benefits to the individual of personal development  |
| 1. Be able to plan for an individual’s development
 | 2.12.22.3 | 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 individualDevelop 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
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| 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
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