
Overview

Why this is important

When you have staff working for the business, you will need to make sure that they are helping the business grow. To do this you will need to monitor their work and identify any further training or development they may need.

The main topics

When you get the right staff for the business, you will need to do the following.

1. Monitor the work of your staff.
2. Improve your staff's skills.

These activities may overlap with those in units A2, A3 and J1.

What you need to use

You will need to gather a range of information to be able to get the right staff for the business. This could include:

1. a personnel plan;
2. work records;
3. appraisal records; and
4. an analysis of what training is needed for the people you need to employ.

How this will help the business in the future

When you have got the right staff for the business you will probably have:

1. an evaluation of how staff contribute to business effectiveness; and
2. an analysis of staff training needs.

ASTK1

Make sure your staff can do their work

Performance criteria

You must be able to:

Monitor the work of your staff

- P1 set targets for staff that explain what they do and how they need to perform
- P2 explain the targets to your staff and explain how their work will be assessed
- P3 make fair and appropriate assessments of your staff's performance
- P4 give clear feedback to staff on their performance and explain how they can improve
- P5 make sure staff understand that any criticisms about their work and not about them personally
- P6 keep records about staff performance confidential

Improve your staff's skills

- P7 gather information about staff development needs and use it to make fair and accurate decisions
- P8 identify development needs for all staff you are responsible for
- P9 wherever necessary, seek guidance from specialists
- P10 agree targets with staff to develop their skills
- P11 identify the resources needed to develop the skills of your staff
- P12 keep accurate, confidential and up-to-date records of staff development needs and plans
- P13 make sure that staff development is benefiting the business

ASTK1

Make sure your staff can do their work

Knowledge and understanding

You need to know and understand:

Monitor the work of your staff

- K1 what type of performance targets can be set (for example, skills, competence, productivity, quality and customer response)
- K2 how they can be explained (for example, face to face or in writing)
- K3 how to assess work (for example, observing, discussing things or seek feedback from customers)
- K4 how to provide feedback to individuals that will help them improve what they do
- K5 what records to keep and who should be able to see them

Improve your staff's skills

- K6 what technical skills and experience staff need to have to make the product or provide the service
- K7 how to decide which staff need to develop
- K8 what resources are needed for staff development (for example, time, training programmes, fees and substitute staff)
- K9 how to set and agree targets for staff development
- K10 where to find information about training courses and events (for example, from business advice centres, trade associations and colleges)

ASTK1

Make sure your staff can do their work

Developed by Asset Skills

Version number 1

Date approved November 2009

Indicative review date November 2011

Validity Current

Status Original

Originating organisation Asset Skills

Original URN K1

Relevant occupations Business, Administration and Law; Agriculture; Managers and Proprietors in Hospitality and Leisure Services; Urban, rural and regional planning; Administration; Law and legal services; Managers in Farming, Horticulture, Forestry and Fishing; Legal Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Administration and Secretarial Occupations; Government and Related Organisations; Business and Finance Associate Professionals

Suite Local Land Charges and Property Information 2009

Key words staff, work, business, monitor, identify, training, development
