
Overview

This standard is about reflecting on, and evaluating, your own practice to ensure that you are providing support which adds value to the personal and/or business development of the client. It requires you to monitor your own practices on an ongoing basis, seek feedback from others and identify responses to any identified areas for development you could make.

For the purposes of this standard, business support refers to assistance which is received from individuals or organisations outside of the business, related to a specific business problem or opportunity and/or development of the business. Enterprise support refers to assistance which is received by individuals considering starting their own business. A 'business' can mean an independent entity such as a private sector business, a social enterprise, a charitable or voluntary organisation, or a significant operating unit, with a relative degree of autonomy, within a larger organisation. It can also refer to a formal partnership where two or more businesses are working together towards common goals.

This standard is recommended for individuals and organisations providing assistance to support the development of individuals considering starting their own business and existing businesses, either on a voluntary or commercial basis.

**Performance
criteria**

- You must be able to:
- P1 review with the client the delivery of the support services provided by you against the agreed programme of action
 - P2 analyse the way in which you work with the client including:
 - P2.1 your approach to providing business and enterprise support services
 - P2.2 any problems that need to be resolved
 - P2.3 causes of any changes against agreed objectives or milestones and the implications of these changes
 - P2.4 the impact and value added of your work on the client, at a personal and/or business level
 - P2.5 improvements that need to be made, either by yourself or through working with others
 - P3 develop your practices to take account of any changes in:
 - P3.1 your relationship with the client
 - P3.2 changes at a personal and/or business level for the client
 - P3.3 the journey from opportunity to action
 - P4 monitor your practices regularly to ensure that:
 - P4.1 it is underpinned by an approach that is professional and ethical
 - P4.2 it meets standards set by appropriate professional bodies
 - P4.3 it meets appropriate regulations and/or organisational guidelines
 - P5 gain feedback on your performance from others who are in a position to review the support services provided to the client
 - P6 identify improvements you could make to your practices with current and future clients

Knowledge and understanding

Monitor your own performance

You need to know and understand:

- K1 why it is important to evaluate your own performance in providing business and enterprise support services
- K2 how to apply informal and formal ways of monitoring the progress and quality of your own practices against standards set by you, your organisation or a professional body
- K3 the methods for establishing and applying formative and summative measures for evaluating your own performance
- K4 the limitations of self-evaluation
- K5 where and how to obtain constructive feedback on your performance from others
- K6 how the type of client and their personal and business needs can affect your performance

Equality and diversity

You need to know and understand:

- K7 the benefits of seeing clients as individuals with different skills, abilities and needs

Organisational influences

You need to know and understand:

- K8 the performance goals set by your organisation or professional body
- K9 the guidelines for evaluating services set by your organisation or professional body including:
 - K9.1 the conditions and measures of economy, efficiency, effectiveness, value for money and quality
 - K9.2 the effect of financial and time limits on services
 - K9.3 any local or regional priorities and problems

Additional information

Behaviours:

- 1 strive to add value by achieving results in the best way
- 2 be committed to developing yourself to improve performance
- 3 prioritise and schedule to ensure optimum use of time and resource
- 4 work to turn unexpected events into opportunities rather than threats
- 5 try out new ways of working
- 6 comply with, and ensure that others comply with, legal requirements, industry regulations, organisational policies and professional codes
- 7 act within the limits of your authority
- 8 show integrity, fairness and consistency in decision making

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