

CFAMBCC1

Support the client in implementing and monitoring solutions



Overview

This standard is about providing support to the client to implement and monitor planned solutions. It implies a strong project management process but recognises that the consultant is not the project manager; rather, the consultant is providing advice, expertise and facilitation skills to help the client manage the implementation of improvements.

It is for consultants who work closely with clients to support them in implementing solutions.

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Performance criteria

- You must be able to:*
- P1 agree with the client your role and responsibilities, and those of any other members of the consultancy team, in the implementation
 - P2 fulfil your role and responsibilities within the implementation in line with your agreement
 - P3 provide facilitation, advice and expertise to the extent required for successful implementation in ways which maximise opportunities for the client's organisation to develop its own skills and expertise
 - P4 support the client in monitoring known risks to the implementation and in taking appropriate action to manage these risks
 - P5 support the client in monitoring progress of the implementation, making appropriate recommendations to address emerging challenges or opportunities
 - P6 support the client in communicating progress to those involved or affected by the implementation and to respond effectively to any feedback received
 - P7 help the client access any required specialist expertise which is beyond your own competence or that of the consultancy team

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Knowledge and understanding

You need to know and understand:

Principles, methods, tools and techniques relating to

- K1 change management
- K2 communication
- K3 defining and agreeing roles and responsibilities
- K4 facilitation
- K5 monitoring
- K6 project management
- K7 providing feedback

Industry/sector specific knowledge and understanding

- K8 relevant industry/sector specific legal, regulatory, professional and ethical requirements

Context specific knowledge and understanding

- K9 relevant policies, procedures and requirements of the client organisation
- K10 sources of advice, guidance and support
- K11 your own knowledge, skills and competence and the limits of these

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Additional Information

Behaviours

1. Find practical ways to overcome barriers to change.
2. Present information clearly, concisely, accurately and in ways that promote
3. Keep people informed of plans and developments.
4. Show respect for the views and actions of others.
5. Encourage clients to take responsibility for their own actions.
6. Use appropriate facilitation principles, methods, tools and techniques effectively.
7. Support clients in planning, making and sustaining improvements autonomously.
8. Comply with legal requirements, industry regulations, organisational policies and professional codes.
9. Act within the limits of your authority and competence.
10. Present self positively to others.
11. Identify clearly the value and benefits to people of a proposed course of action.
12. Use factual evidence to support arguments.
13. Show sensitivity to internal and external politics that impact on your own area of work.
14. Clarify own and others' expectations of relationships and develop shared understanding.
15. Work towards a clearly defined vision of the future.

Links to other NOS

It links closely with all other standards in key area C Support the client in achieving sustainable solutions and builds on the research, diagnosis and planning work described in key area B Work with the client to identify their needs and agree solutions. It is also underpinned by A2 Develop and Sustain relationships with clients.

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Relevant occupations Business, Administration and Law; Arts, Media and Publishing; Professional Occupations; Managers and Senior Officials; Research Professionals; Engineering Professionals; Science Professionals; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Retail and commercial enterprise; Education and training; Direct learning support; Preparation for life and work; Foundations for learning and life; Preparation for work; Accounting and finance; Administration; Business management; Business management; Marketing and sales; Marketing and sales; Functional Managers; Functional Managers; Financial Institution and Office Manager; Financial Institution and Office Manager; Health Professionals; Health Professionals; Teaching Professionals; Teaching Professionals; Legal Professionals; Legal Professionals; Business and Statistical Professionals; Business and Statistical Professionals; Public Service Professionals; Public Service Professionals; Government and Related Organisations; Government and Related Organisations; Finance; Finance; Communications; General

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