

CFAMBCC3

Support the client in measuring and evaluating performance



Overview

This standard is about supporting the client to measure performance in specific areas and to develop and use appropriate systems to monitor and evaluate performance. Measurement and evaluation of performance are important aspects of all consultancy assignments. They are necessary for accurate analysis and diagnosis of problems and opportunities and underpin the implementation of solutions by providing data for monitoring progress and evaluating whether the anticipated results have been achieved.

It is for consultants who help clients to measure performance in critical areas and evaluate whether the required performance has been achieved.

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Performance criteria

- You must be able to:*
- P1 identify the key measures of performance that are appropriate and relevant to the area of work under scrutiny
 - P2 develop appropriate systems for gathering, managing and analysing data for key measures of performance, making best use of existing systems and data sources where these are available and appropriate
 - P3 gather and analyse data about past, current and expected future performance against these key measures of performance
 - P4 benchmark performance with other comparable organisations and/or departments, where relevant
 - P5 develop and agree with those involved realistic targets for key measures of performance and interim targets to be achieved at agreed points
 - P6 monitor actual performance against targets at agreed points
 - P7 analyse and understand actual performance data and evaluate whether targets have been achieved
 - P8 report actual performance against targets to those who need to know in appropriate formats, providing justifiable explanations for any variances
 - P9 agree with those involved how performance is to be sustained and/or further improved

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Knowledge and understanding

You need to know and understand:

Principles, methods, tools and techniques relating to

- K1 benchmarking performance
- K2 business analysis
- K3 communication
- K4 evaluation
- K5 facilitation
- K6 information management and confidentiality
- K7 monitoring
- K8 objective setting
- K9 quality assurance and continuous improvement
- K10 reviewing organisational performance

Industry/sector specific knowledge and understanding

- K11 relevant industry/sector specific knowledge and information on trends and developments
- K12 relevant industry/sector specific legal, regulatory, professional and ethical requirements

Context specific knowledge and understanding

- K13 key political, economic, social, technological, legal and environmental factors
- K14 knowledge and information on trends and developments in your professional/specialist/technical area
- K15 knowledge and understanding of the type and stage of growth of the organisation you are working with
- K16 relevant policies, procedures and requirements of the client organisation

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Additional Information

Behaviours

1. Use appropriate facilitation principles, methods, tools and techniques effectively.
2. Support clients in planning, making and sustaining improvements autonomously.
3. Comply with legal requirements, industry regulations, organisational policies and professional codes.
4. Act within the limits of your authority and competence.
5. Keep confidential information secure.
6. Analyse and structure information to develop knowledge that can be shared.
7. Present self positively to others.
8. Work to develop an atmosphere of professionalism, mutual support and respect.
9. Model behaviour that shows respect, helpfulness and co-operation.
10. Display a good understanding of how different factors in the work context relate to each other.
11. Maintain up-to-date information on the political, economic, social, technological, legal and environmental factors that impact on work.
12. Work towards a clearly defined vision of the future.

Links to other NOS

This standard underpins C1 Support the client in implementing and monitoring solutions and all the standards in key area B Work with the client to identify their needs and agree solutions. It may also be used as a stand-alone standard when the consultant is asked to provide specific support to help the organisation measure and evaluate its performance in critical areas.

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Developed by CFA Business Skills @ Work

Version number 1

Date approved October 2009

Indicative review date October 2011

Validity Current

Status Original

Originating organisation MSC

Original URN C3

Relevant occupations Business, Administration and Law; Business, Administration and Law; Arts, Media and Publishing; Arts, Media and Publishing; Professional Occupations; Professional Occupations; Managers and Senior Officials; Managers and Senior Officials; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Corporate Managers and Senior Officials; Retail and commercial enterprise; Education and training; Teaching and lecturing; Direct learning support; Preparation for life and work; Foundations for learning and life; Preparation for work; Accounting and finance; Administration; Business management; Marketing and sales; Law and legal services; Production Managers; Functional Managers; Financial Institution and Office Manager; Health and Social Services Officers; Health Associate Professionals; Artistic and Literary Occupations; Media Associate Professionals; Administration and Secretarial Occupations; Government and Related Organisations; Finance; Records; Communications; General; Business and Finance Associate Professionals; Conservation Associate Professionals; Public Service and Other Associate Professionals;

Suite Management and Business Consultancy NOS 2009; NOS Suite for Management and Business Consultancy;

Key words support, clients, measuring, evaluating, performance
