
Overview

This standard is about checking on the progress and quality of the work of team members to ensure that the required standard of performance is being met.

This standard is relevant to managers, supervisors and team leaders who monitor progress of work in their team and check the quality of the output.

This standard links closely to *CFAM&LDB2 Allocate work in your team* and *CFAM&LDB4 Manage people's performance at work*.

**Performance
criteria**

- You must be able to:*
- P1 Check regularly the progress and quality of the work of team members against the standard performance expected.
 - P2 Provide team members with prompt, specific feedback designed to maintain and improve their performance.
 - P3 Support team members in identifying and dealing with problems and unforeseen events.
 - P4 Motivate team members to complete the work they have been allocated on time and to the standard required.
 - P5 Provide any additional support and/or resources team members require to complete their work on time and to the standard required.
 - P6 Identify any unsatisfactory performance, discuss the causes and agree ways of improving performance with team members.
 - P7 Recognise successful completion of significant pieces of work by team members.
 - P8 Motivate team members to maintain and continuously improve their performance over time.
 - P9 Use information collected on the performance of team members in any formal appraisal of performance, where appropriate.

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 Effective ways of regularly and fairly checking the progress and quality of the work of team members.
- K2 How to provide prompt and constructive feedback to team members.
- K3 How to select and apply different methods for motivating, supporting and encouraging team members to complete the work they have been allocated and continuously improve their performance.
- K4 How to select and apply different methods for recognising team members' achievements.
- K5 The additional support and/or resources which team members might require to help them complete their work on time and to the standard required and how to assist in providing this.

You need to know and understand:

Industry/sector specific knowledge and understanding

- K6 Industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work.

You need to know and understand:

Context specific knowledge and understanding

- K7 Your team's plan for undertaking the required work.
- K8 The knowledge, skills, competence, roles and workloads of team members.
- K9 Your organisation's policy and procedures in terms of personal and professional development.
- K10 Reporting lines in your organisation and the limits of your authority.
- K11 Your organisation's standards or levels of expected performance.
- K12 Your organisation's policies and procedures for dealing with poor performance.
- K13 Your organisation's grievance and disciplinary policies and procedures.
- K14 Your organisation's performance appraisal systems.

Behaviours

When performing to this standard, you are likely to demonstrate the following behaviours:

- 1 Seek opportunities to improve performance
- 2 Find practical ways to overcome obstacles
- 3 Identify people's preferred ways of communicating
- 4 Use communication media and styles appropriate to different people and situations
- 5 Make time available to support others
- 6 Give feedback to others to help them maintain and improve their performance
- 7 Recognise the achievements and success of others
- 8 Show integrity, fairness and consistency in decision-making
- 9 Monitor the quality of work and progress against plans and take appropriate corrective action, where necessary
- 10 Take pride in delivering high quality, accurate work
- 11 Seek to understand people's needs and motivations

Skills

When performing to this standard, you are likely to demonstrate the following skills:

- Communicating
- Managing conflict
- Monitoring
- Motivating
- Problem solving
- Providing feedback
- Reviewing
- Team building
- Valuing and supporting others

CFAM&LDB3

Quality assure work in your team

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