
Overview

This unit is appropriate for you if your role involves:

1. Supporting members to achieve their learning objectives.

The activities you will be likely to be involved in:

2. Consulting with members to identify their individual learning needs.
3. Providing members with clear information about learning opportunities.
4. Helping members plan their learning plans.
5. Giving members support during the learning process.
6. Helping learners review their progress.

What the unit covers:

7. Supporting members to identifying their learning needs.
8. Supporting members to developing and actioning learning plans.
9. Advising and supporting individual members to manage their own learning.
10. Helping learners to review their progress.

**Performance
criteria**

Support members to identifying their learning needs

- You must be able to:*
- P1 Check with members their views about their needs and suitable types of learning opportunity.
 - P2 Listen carefully and ask questions in a way which does not cause any unnecessary embarrassment.
 - P3 Give clear and relevant information in a way which enables members to make informed decisions about their needs.
 - P4 Identify learning needs which are based on valid and reliable judgements of all relevant information.
 - P5 Make suggestions about learning needs and a plan of action for achieving them.
 - P6 Distinguish between short-term, long-term and priority needs.
 - P7 Discuss and suggest ways of meeting learning needs which takes into account members' personal circumstances.
 - P8 Pass on to appropriate people suggestions on ways of meeting the identified learning needs.
 - P9 Keep records of the help given to members.

Support members to develop and action learning plans

- You must be able to:*
- P10 Offer guidance and support in a way which encourages the self-development and independent decision-making of the learner.
 - P11 Develop, with the learner, a realistic plan which identifies the objectives to be achieved.
 - P12 Develop, with the learner, a plan which identifies clearly and accurately the learner's expectations.
 - P13 Identify, with the learner, the most appropriate way to put the plan into action.
 - P14 Estimate the resources that will be required to put the plan into action and identify how the resources will be obtained.
 - P15 Promote equality of opportunity and good practice in all aspects of the

plan.

- P16 Identify the roles and responsibilities of the people and organisations who will be involved in delivering the plan.
- P17 Agree, with the learner, arrangements for reviewing progress and judging the success of the plan.
- P18 Record the learning plan with the learner.

Advise and support individual members to managing their own learning

You must be able to:

- P19 Identify and agree learners' needs for advice and support.
- P20 Provide enough accurate information and advice to learners about the skills and resources they will need to manage their own learning.
- P21 Assess whether learners are capable of managing their own learning.
- P22 Provide learners with appropriate support to enable them to develop their ability to manage their own learning.
- P23 Explain the level of on-going support which will be available to learners in managing their own learning.
- P24 Refer learners to other sources of support where you cannot meet their needs.
- P25 Give advice which avoids bias and takes into account learners' personal circumstances.
- P26 Give support in a way which encourages the self-development and independent decision making of the learner.
- P27 Explore any difficulties which learners are having in managing their learning and provide appropriate advice.

Help learners to review their progress

You must be able to:

- P28 Assess the progress of learners based on accurate formative assessments and learners' views about their progress and learning programme.
- P29 Gather information and interpret that information in a way which is justifiable, avoids bias and is checked with learners.
- P30 Encourage learners to feel comfortable in expressing their views on their progress.

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Support union members in planning and managing their learning

- P31 Match the information on progress against agreed learning objectives and identify which learning objectives have been achieved.
- P32 Give feedback on progress in a positive and encouraging manner.
- P33 Identify and agree new learning needs, aspirations and learning objectives.
- P34 Identify and agree the benefits of proceeding with learning and development, and identify any changes needed to the learning programme.
- P35 Agree review dates with learners.
- P36 Make and keep records of the help given to members.

Knowledge and understanding

The nature and role of learning needs and opportunities

You need to know and understand:

- K1 Learners' expectations of learning and development.
- K2 Learning and development plans.
- K3 Promotion of learning to assist individuals to achieve their objectives.
- K4 Trends in the workplace and projections of skill needs.

Principles and concepts

You need to know and understand:

- K5 Learning requirements of members.
- K6 Learning and development opportunities available locally.
- K7 Appropriate sources of funding for learning.
- K8 Learning styles.
- K9 Equal opportunities and non-discriminatory practice.
- K10 Learning plans.
- K11 Promoting learner autonomy.
- K12 Factors which impact on learners' ability to manage their own learning.
- K13 Individuals' needs for advice, guidance and support.
- K14 Progression routes and further learning opportunities.
- K15 Encouragement to participate.
- K16 Modifications needed to the learning programme.

External factors influencing learning needs and opportunities

You need to know and understand:

- K17 National and union debates on the role of learning and development.
- K18 Employment and equal opportunities legislation and good practice.

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