
Overview

This Unit is about technical advice, planning for self-development and enabling the development of others: It is about your competence to provide technical information that can be understood and followed by others. Also it requires you to demonstrate that you can identify personal learning objectives and plan to achieve them. You will also need to show that you can provide learning opportunities for other people so that they can benefit from your experience.

You will need to obtain and provide technical information and advice for others to understand and follow. This will involve providing appropriate presentation, clarification and recommendation.

You will need to prepare and review a personal development plan by defining objectives, analysing performance against identified standards of competence and recording development activities. This will lead to a further review of your development objectives.

You will need to identify learning opportunities for others and select appropriate resources. You will provide coaching, advice, support and encouragement to the learners, and give them constructive feedback when reviewing their progress.

Performance criteria

- You must be able to:*
- Exchange information and provide advice on technical problems**
 - P1 **obtain information** which is sufficiently detailed for the technical problems for which it is to be used
 - P2 provide **technical information and advice** which is complete, summarised accurately and clearly relevant to technical problems
 - P3 **present technical information and advice** using a style of communication which is appropriate to the ability, knowledge, understanding and disposition of the **people receiving** it
 - P4 **give technical instructions** which are likely to be understood by the people who will follow them
 - P5 **adapt and modify technical information** where people are having difficulties in understanding it
 - P6 **present technical recommendations** which are clear, accurate and valid, and which represent the best advice possible given the information and resources available
 - Undertake personal development in the occupational practice area**
 - You must be able to:*
 - P7 define the personal **aims and objectives** for undertaking **personal development**
 - P8 identify and contact **sources of support and guidance** for undertaking **personal development**
 - P9 identify and select relevant **standards of competence** against which **personal development** can be measured
 - P10 analyse the current personal level of performance against the identified **standards of competence** and record a profile of present competence and **personal development** needs
 - P11 prepare a **development plan** for achieving identified development needs
 - P12 undertake **development activities** aimed at achieving identified development needs, review and record progress and the effectiveness of the activities
 - P13 measure achievement of identified development needs and record evidence of competence gained against the identified **standards of competence**
 - P14 review the cycle of **personal development** and revise and update **aims and objectives** to suit changing circumstances

Enable others to learn and benefit from ones experience

P15 identify adequate and appropriate opportunities for others to learn

P16 select and summarise relevant and up to date information about knowlwdge and ppractice in a format which is siutable for distribution and for developing learning materials

P17 advise and coach **others** so that they can identify their current level of competence, their learning needs and targets

P18 select and use appropriate **learning techniques and methods** which are suitable to the topic and the needs of the individual

P19 present information to **others** using a pace, style and form which is appropriate to their needs

P20 encourage **others** to ask questions, to ask for clarification and to ask for advice when they need help and during learning activities

P21 review **others** progress towards agreed objectives and giving realistic and positive feedback on achievements

P22 identify, through discussion with **others**, areas in which they need help to achieve agreed competence levels and using the information to produce an agreed personal development plan

Knowledge and understanding

You need to know and understand: **Exchange information and provide advice on technical problems**

K1 how to **obtain information** which is sufficiently detailed for the technical problems for which it is to be used (application)

K2 how to provide **managerial and technical information** and advice which is complete, summarised accurately and clearly relevant to technical problems (application)

K3 how to **present managerial and technical information** and advice using a style of communication which is appropriate to the ability, knowledge, understanding and disposition of the people receiving it (application)

K4 how to **give managerial and technical instructions** which are likely to be understood by the people who will follow them (application)

K5 how to **adapt and modify technical information** where people are having difficulties in understanding it (application)

K6 how to **present managerial and technical recommendations** which are clear, accurate and valid, and which represent the best advice possible given the information and resources available (application)

Undertake personal development in the occupational practice area

K7 how and why to define the personal **aims and objectives** for undertaking **personal development** (evaluation)

K8 what to identify as the **sources of support and guidance** for undertaking **personal development** (understanding)

K9 how to contact **sources of support and guidance** for undertaking **personal development** (application)

K10 what to identify and selecting relevant **standards of competence** against which **personal development** can be measured (understanding)

K11 how to select relevant **standards of competence** against which **personal development** can be measured (evaluation)

K12 how and why to analyse the current personal level of performance against the identified **standards of competence** and recording a profile of present competence and **personal development** needs (analysis)

K13 how to prepare a **development plan** for achieving identified development needs (application)

Enable others to learn and benefit from ones experience

K14 what to identify as adequate and appropriate **opportunities** for **others** to learn (understanding)

K15 how to offer adequate and appropriate **opportunities** for **others** to learn (synthesis)

K16 how and why to select relevant and up to date information about knowledge and practice in a format which is suitable for distribution and for developing learning materials (evaluation)

K17 how to summarise relevant and up to date information about knowledge and practice in a format which is suitable for distribution and for developing learning materials (application)

K18 how to advise and coach **others** so that they can identify their current level of competence, their learning needs and targets (synthesis)

K19 how and why to select appropriate **learning techniques and methods** which are suitable to the topic and the needs of the individual (evaluation)

K20 how and why to select appropriate **learning techniques and methods** which are suitable to the topic and the needs of the individual

K21 how to use appropriate **learning techniques and methods** which are suitable to the topic and the needs of the individual (application)

K22 how to present information to **others** using a pace, style and form which is appropriate to their needs (application)

K23 how to encourage **others** to ask questions, to ask for clarification and to ask for advice when they need help and during learning activities (application)

K24 how and why to review **others'** progress towards agreed objectives and giving realistic and positive feedback on achievements (analysis)

K25 what to identify through discussion with **others**, areas in which they need help to achieve agreed competence levels and using the information to produce an agreed personal development plan (understanding)

Scope/range

- Exchange information and provide advice on technical problems
- 1 Obtain Information
 - 1.1 using proactive and open methods
 - 1.2 using dialogue
 - 1.3 using questioning
 - 1.4 showing sensitivity to feedback
 - 2 Technical information and advice:
 - 2.1 sharing experience
 - 2.2 issuing instructions
 - 2.3 making decisions
 - 2.4 increasing understanding
 - 2.5 implementing a solution
 - 3 Present:
 - 3.1 orally
 - 3.2 in writing
 - 3.3 electronically
 - 4 People receiving information:
 - 4.1 same and other related occupations
 - 4.2 clients
 - 4.3 technical and non-technical team members
 - 4.4 craft and manual workers
 - 4.5 senior and junior colleagues
 - 5 Give technical instructions:
 - 5.1 including critical points
 - 5.2 reasoning behind critical points
 - 5.3 using clear language
 - 6 Adapt and modify technical information by:
 - 6.1 using examples and details
 - 6.2 using analogy and metaphor
 - 7 Technical recommendations include:
 - 7.1 realistic estimates of the implications of alternatives which have been considered
 - 7.2 clear descriptions of information sources consulted
 - 7.3 the analysis techniques applied
 - 7.4 the criteria used for making evaluations and reaching justifiable conclusions

Undertake personal development in the occupational practice area

8 Aims and objectives:

8.1 preparation for new jobs

8.2 intellectual challenge

8.3 need for updating

8.4 need to provide evidence of professional competence

8.5 compliance with employer and professional requirements

8.6 promotion or job change

8.7 awareness of shortcomings

9 Personal development:

9.1 maintenance of existing competence

9.2 improvements of existing competence

9.3 development of new competence

9.4 commitment to professional excellence

10 Sources of support and guidance:

10.1 national/industry bodies

10.2 professional Institutions

10.3 education and training providers

10.4 in house

11 Standards of competence:

11.1 job descriptions

11.2 professional institution requirements

11.3 industry national standards

12 Development plan includes:

12.1 priorities

12.2 target dates

12.3 development activities

13 Development activities:

13.1 formal courses

13.2 research

13.3 work experience

13.4 personal study

Enable others to learn and benefit from one's experience

14 Opportunities:

14.1 on the job

14.2 off the job

15 Others:

15.1 colleagues

15.2 trainees entering the profession

15.3 junior colleagues

16 Learning techniques and methods:

16.1 coaching

16.2 instructing

16.3 agreeing work-based learning opportunities

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