
Overview

Who is this unit for?

This unit is for those who develop and assess competence in the workplace.

What is this unit about?

This unit is about supporting individuals to develop and demonstrate competence in the workplace. It involves agreeing work patterns which give people opportunities to develop and show their competence, agreeing which aspects of competence can be assessed in the workplace, identifying opportunities for assessing competence in the workplace, watching them perform tasks in the workplace and giving guidance and feedback on their performance.

This unit contains two elements:

1. Assess performance in the workplace against agreed standards
2. Give staff members support in the workplace and feedback on their performance

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Performance criteria

Assess performance in the workplace against agreed standards

You must be able to:

- P1 agree with staff members which tasks you will need to see them perform in the workplace
- P2 agree with staff members how and when you will watch them perform their work activities to compare their performance with the agreed standards
- P3 give staff members advice on how to collect appropriate evidence from the workplace
- P4 identify who may be involved in or affected by your assessments and agree arrangements with them
- P5 watch the staff member's performance safely and identify where they have met the agreed standards
- P6 ask questions to check staff members' knowledge and understanding of workplace activities
- P7 ensure that the evidence you consider meets the required necessary standards and comes from staff members' own work
- P8 decide if you are prepared to confirm that the staff member's performance meets relevant parts of the agreed standards.
- P9 identify gaps in evidence of competence, and how these may be filled in the workplace
- P10 keep the records of your assessments safe and pass them on by following agreed procedure

Give staff members support in the workplace and feedback on their performance

You must be able to:

- P11 make sure that the staff member understands your assessment decision
- P12 choose an appropriate time and place to give feedback to the staff member
- P13 give staff members clear and useful feedback on their performance as soon as possible after your assessment
- P14 be constructive and encouraging when giving feedback
- P15 tell staff members how they can improve their performance if necessary
- P16 identify and agree any further training or development staff members need before completing your assessment process
- P17 if you and the staff member cannot agree on your assessment of their competence, refer the matter to the appropriate person
- P18 record the follow-up action and the next steps you and the staff member have agreed

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Knowledge and understanding

You need to know and understand:

The nature and role of assessments in the workplace

- K1 how to provide opportunities for carrying out assessments in the workplace
- K2 how to review assessment plans and identify where work activities can be assessed
- K3 how to identify tasks you can see in the workplace and which aspects of competence they show
- K4 how to agree arrangements for watching a staff member perform tasks in the workplace
- K5 how to watch staff members without disrupting or affecting their work activities
- K6 who else in the workplace you should involve when assessing staff members' competence
- K7 how to record your assessments and pass information on to other people
- K8 how to use your assessments to motivate staff members

Principles and concepts

You need to know and understand:

- K9 how to identify what the staff member needs to meet agreed levels of competence
- K10 how to make accurate and fair comparison between a staff member's performance and appropriate agreed standards
- K11 how to use normal work activities to assess staff members' competence
- K12 how to provide assessment opportunities which are fair, consistent and do not discriminate against any member of staff
- K13 how to ask questions which check staff members' understanding of what they are doing without leading them
- K14 how to give constructive feedback to staff members
- K15 how to encourage staff members to ask questions and seek advice

External factors influencing assessment in the workplace

You need to know and understand:

- K16 how to ensure that legal requirements to protect the environment and health and safety are met during the assessment process
- K17 how to take account of the assessment requirements of awarding bodies and others when assessing competence in the workplace
- K18 who to pass information on to, and when
- K19 who to involve when you have a problem making an assessment judgement, and the procedures you should follow

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Additional Information

Links to other NOS

TDASTL67 Provide learning opportunities for colleagues

TDASTL68 Support learners by mentoring in the workplace

Origin of this unit

This unit is taken from the National Occupational Standards for Learning and Development where it appears as unit L20.

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Suite Supporting Teaching and Learning in Schools

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