

Overview

This standard is about managing your own personal development in your role and reflecting on current practice. It will focus on ensuring your knowledge and skills are up to date to allow you to demonstrate and succeed towards meeting work objectives.

The standard will allow practitioners to reflect on their current practice and seek opportunities to enhance their knowledge and skill base.

In this standard, your organisation's required can refer to your organisational code of practice and conduct, core values, mission statement, policies and guidelines.

Performance criteria

You must be able to:

1. Discuss and agree personal development objectives with your line manager and agree frequency of review
2. Identify and prioritise any gaps in your knowledge or skills to ensure they are relevant and up to date in accordance with current best practice
3. Discuss and agree a development plan with your line manager to address any identified gaps in knowledge or skills
4. Seek opportunities to further enhance current knowledge, skills and experience as set in your development plan
5. Undertake activities as agreed in development plan to ensure knowledge and skills are kept up to date
6. Review and discuss personal development objectives with your line manager to ensure performance is on track
7. Seek feedback from others on performance and reflect on this to ensure best practice
8. Take action based on feedback received to reflect on and improve your own and organisational effectiveness
9. Discuss and review with your line manager how you work with your team and others to support a common understanding, encourage cooperation, recognise the diversity of people you work with and promote a positive image of your organisation

Knowledge and understanding

You need to know and understand:

1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out
2. Remit and limits of your role and responsibilities and the limits of your authority
The importance of taking personal responsibility for your own development
3. How to identify development needs to address any knowledge or skills gaps
4. How to set work objectives that are specific and measurable
5. Your own values, career and personal goals
6. Your organisation's policy and procedures in relation to personal development and review
7. The opportunities that are available to enhance your knowledge and skill base and where to access them
8. Techniques for self assessment to identify personal strengths and weaknesses
9. Ways to prioritise actions that develop your personal and organisational effectiveness
10. What an effective development plan should contain
11. Where to find development opportunities and resources available within your organisation
12. The range of different learning styles and which work best for you
13. How to monitor the quality of your work and your progress against requirements and plans
14. How to evaluate your performance against the requirements of your work role
15. How to identify and use good sources of feedback on your performance
16. The purpose of reflective practice and evaluation and how it informs your development
17. Sector requirements and good practice guidance for the development and maintenance of knowledge, skills and competence.
18. Where to report any technological incidents in relation to computerised and telephony systems
19. How to make positive contributions to effective teamwork, including the importance of treating others with respect and consideration, and taking account of and accepting diversity

Manage personal development and reflect on current practice

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