

SKAA55 (SQA Unit Code - D1NS 04)

Contribute to improving personal and organisational performance



Overview

This unit is about looking at your own practice and the performance of your organisation and finding ways to improve.

The unit is divided into parts.

The first part describes the three things you have to do. These are:

1. monitor your own performance and performance of your area of responsibility
2. help to evaluate and improve your area of responsibility
3. contribute to your own personal development

The second part describes the knowledge and understanding you must have.

This unit is for experienced staff working in the outdoors who will have some responsibility for the work of others.

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Performance criteria

You must be able to:

Monitor your own performance and the performance of the organisation

- P1 monitor your own performance and the performance of your organisation
- P2 encourage feedback from colleagues and participants
- P3 respond to feedback constructively
- P4 check feedback and make sure it is accurate
- P5 keep a record of your own observations and feedback from others

You must be able to:

Contribute to evaluating and improving a organisational performance

- P6 Analyse your own observations and feedback from others on organisational performance
- P7 Compare your analysis with organisational objectives, standards and values
- P8 Compare what was achieved with what was planned
- P9 Research and identify possible improvements
- P10 Share your evaluation with appropriate colleagues
- P11 Take account of their experiences and views
- P12 Work together to agree and implement improvements
- P13 Monitor and evaluate how effective the improvements have been

You must be able to:

Contribute to your own personal development

- P14 Analyse your own observations of personal performance and feedback from others
- P15 Work with an appropriate colleague to evaluate your work
- P16 Evaluate your work against professional and organisational standards and your own career goals
- P17 Agree and prioritise areas for development
- P18 Develop and agree a personal development plan
- P19 Choose development activities that fit your preferred learning styles and circumstances
- P20 Implement your personal development plan
- P21 Review and update your development plan according to progress and changing circumstances

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Knowledge and understanding

You need to know and understand:

For the whole unit

- K1 the importance of continuous improvement in personal performance
- K2 the importance of continuous improvement in organisational performance

You need to know and understand:

Monitoring

- K3 how to monitor your own performance and the performance of the organisation
- K4 why feedback – both positive and negative – from participants and colleagues is important
- K5 how to encourage all types of feedback from participants and colleagues
- K6 why it is important to welcome and respond to feedback constructively and not become defensive
- K7 how to respond to positive and negative feedback constructively
- K8 why it is important to check feedback
- K9 why it is important to keep a record of your own observations and the feedback you get from others

You need to know and understand:

Evaluating and improving organisational performance

- K10 how to analyse your own observations and feedback from others to identify the key implications for the organisation
- K11 relevant organisational objectives, standards and values
- K12 how to compare your analysis with organisational objectives, standards and values
- K13 sources of information on possible improvements, including the work of similar organisations
- K14 how to identify possible improvements in organisational performance
- K15 who you should share your evaluations with and the appropriate procedures to follow
- K16 why it is important to take account of other people's views and experiences when evaluating organisational performance
- K17 the importance of monitoring and evaluating improvements

You need to know and understand:

Developing personal performance

- K18 how to analyse your own observations and feedback from others to identify the implications for your own development
- K19 who you should work with to evaluate your own work
- K20 how to evaluate your work against professional and organisational standards
- K21 how to take account of your own career goals
- K22 the importance of having a personal development plan
- K23 your own preferred learning styles and the types of development

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activities that fit with these learning styles

K24 why it is important to review and update your development plan and when and how you should do so

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Additional Information

Scope/range related to performance criteria

1. **aspects of performance**
 - 1.1. planning
 - 1.2. delivery
 - 1.3. relationships with others
 - 1.4. health and safety
 - 1.5. environment in which the service is delivered

2. **feedback**
 - 2.1. formal
 - 2.2. informal
 - 2.3. positive
 - 2.4. negative
 - 2.5. suggestions for improvement

3. **improvements**
 - 3.1. to services
 - 3.2. to procedures
 - 3.3. to working methods
 - 3.4. to human resources
 - 3.5. to physical resources
 - 3.6. to working relationships

4. **areas for development**
 - 4.1. short term
 - 4.2. medium term
 - 4.3. long term

5. **development activities**
 - 5.1. formal
 - 5.2. informal
 - 5.3. on-job
 - 5.4. off-job

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Suite Outdoor Programmes

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