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## Overview

In order to compete successfully, commercial businesses have to continuously improve their products and services; other kinds of organisations need to keep up to date with technology and best practice. One of the ways in which organisations improve is by helping their people to acquire new skills and knowledge.

This standard is about working with your employer and / or a trainer to acquire new skills and knowledge that will enable you to improve your performance at work.

Candidates working towards this standard need to find out from their work colleagues and customers\* how their performance could be improved, and to share responsibility with their employer or trainer for preparing and reviewing personal development plans.

### **This is what the standard covers**

Before making a plan, it is essential to review the current situation. This could involve asking for advice from colleagues at work, from managers or from customers to find out how your performance at work could be developed and improved. You will need to keep notes of their comments to help identify where improvements to your skills and knowledge would help.

Once you have collected useful and constructive advice, you will need to discuss it with your manager and identify the priorities. It is important to make sure that any objectives agreed are achievable.

The objectives that you agree with your manager should enable specific targets to be identified that can be written into an action plan. There must be a way of measuring any targets that you set and you should agree how they will be. It is also important to set realistic timescales for the achievement of each target.

Once agreed, your action plan should become a 'working' document – not one which is put away and forgotten about. You should frequently check your progress towards achievement of the targets and make a note of any changes to the timescales that were previously agreed.

If your plan soon becomes out of date because, for example,

- 1 you achieve your targets very quickly or
- 2 it proves impossible to make progress towards any of the targets
- 3 there is a change of strategy within your organisation
- 4 operational changes affect you or your team
- 5 you must go back to your manager and revise the plan as soon as it becomes apparent that major changes are necessary.

It is perfectly normal to achieve some things in an action plan and not others. What is important is to honestly evaluate the progress made towards the entire plan at reasonable intervals – at least every three months, but more often if you wish - and then create a revised or a new plan for the next period.

# PRODPP022 - SQA Unit Code F3LC 04

## Improve your performance at work

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### Performance criteria

#### Use an action plan to develop your own skills and knowledge

- You must be able to:*
- P1 seek constructive feedback from others, including colleagues, customers and your manager, on how your performance at work could be improved
  - P2 having regard to the feedback, plan improvements to your skills and knowledge which are specific and achievable
  - P3 implement your action plan and use it as a 'working document' by making notes and amendments where necessary as you work toward the targets
  - P4 periodically, with the help of a manager or trainer, evaluate the progress made toward the entire plan and update or renew the action plan as appropriate.
  - P5 agree a personal action plan with your manager that includes realistic timescales and measurable targets

#### Improve your service to customers\*

- You must be able to:*
- P6 regularly check whether the service you have given meets your customers' needs and expectations
  - P7 where you could have given better service to your customers, identify the way in which your service could have been improved
  - P8 include in your personal action plan improvements to your skills and knowledge that should result in better customer service
  - P9 provide evidence that the service you give to customers has improved over time.

\*customers in this context may be 'internal' or 'external' to the workplace

#### Improve your productivity and the quality of your work

- You must be able to:*
- P10 periodically consider what improvements to your skills and knowledge would help you to:
    - P10.1 deliver better quality products and / or services
    - P10.2 improve your productivity
  - P11 include in your personal action plan improvements to your skills and knowledge that should enable you to produce better quality products and / or services and higher productivity.
  - P12 provide evidence that your productivity and the quality of your work has improved over time.

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## Improve your performance at work

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### Knowledge and understanding

### Improve your productivity and the quality of your work

*You need to know and understand:*

#### Communication

- K1 with colleagues
- K2 with customers

#### Workplace policy & practice

*You need to know and understand:*

- K3 workplace objectives, priorities, standards & procedures
- K4 the range of work carried out in the workplace
- K5 the working practices existing in the workplace
- K6 the key job roles within the printing & graphic communications industry and their main purposes

#### The identification & assessment of printing options

*You need to know and understand:*

- K7 the reasons for selecting one process over another
- K8 the stages in the printing process from pre-press to printed product

*You need to know and understand:*

#### Time & Resources

- K9 the different types of resource, including labour, materials, machinery, etc
- K10 the relationship between resource usage and profitability
- K11 how to maximise productivity
- K12 the relationship between productivity and competitiveness

#### Quality Assurance & Control

*You need to know and understand:*

- K13 the main features of quality assurance and quality control
- K14 techniques for controlling quality

#### Personal Development

*You need to know and understand:*

- K15 the principles of personal development planning and training and how it applies to cleaning, lubrication and maintenance activities.

### Additional Information

#### Improve your performance at work

#### Scope/range

To achieve this standard, it is not necessary to show that all your objectives or targets have been met. However, you must be able to show that:

- 1 you periodically consult colleagues about how you can improve your performance at work
- 2 you periodically ask customers whether the service you have given has met their needs or expectations.
- 3 you review with your manager or trainer how the quality of your work and your productivity might be improved by acquiring new skills and understanding.
- 4 you take shared responsibility for producing written action plans that contain measurable and achievable targets with realistic timescales
- 5 you use actions plans as 'working' documents and make amendments where necessary to targets and timescales
- 6 you undertake evaluations with your manager or trainer to measure the success of your action plan and update it accordingly.

In order to show that the standard has been met, there must be sufficient evidence to show that personal development planning and review is a continuing activity. The evidence should show that action plans have been used as working documents and updated regularly. A single action plan with little evidence of the cycle of review through to evaluation is insufficient.

\* Customer in the context of this standard can be either an internal or external customer

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