

F9G9 04 (HE8) Support the Efficient Use of Resources

Elements of competence

HE8.1 Make recommendations for the use of resources

HE8.2 Contribute to the control of resources

About this Unit

This Unit is about efficiently managing the resources for which the worker has authority and responsibility. It covers recommending the resources the worker and their team need to meet their objectives, and monitoring and controlling the way in which resources are used. This includes the worker involving others in identifying resources required, and encouraging them to take responsibility for using resources efficiently. Accurate and complete records of resource use are also part of the process.

Target Group

This Unit is applicable across the community justice sector, especially for those who have functional responsibility, such as hostel managers and some community service staff. It is for workers who have a tightly defined area of management responsibility, with some limited opportunity for managing budgets, and responsibility for achieving specific results by using resources effectively.

Linked Units

HD14 Lead the work of teams and individuals to achieve their objectives

HD15 Manage the performance of teams and individuals

HF24 Maintain activities to meet requirements

HF25 Manage activities to meet requirements

HF27 Evaluate, prioritise and review demands for services

Evidence Requirements for the Unit

It is essential that you adhere to the Evidence Requirements for this Unit — please see details overleaf.

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Specific Evidence Requirements for this Unit
Simulation:
Simulation is not permitted for this Unit.
The following forms of evidence ARE mandatory:
<p>Direct Observation: Your assessor or expert witness must observe you in real work activities that provide a significant amount of the Performance Criteria for most of the Elements in this Unit. For example your assessor may see you setting up or attending a meeting between yourself and other members of staff from your organisation to discuss your recommendations on resources required. A meeting between the candidate and colleagues to review any feedback or corrective action required re allocation of resources.</p> <p>Reflective Account/professional discussion: These will be a explanation or a description of your practice in particular situations based on current working practices. For example an account of a meeting with your client on information gathered on required resources or any recommendation you have made on control of or deployment of resources. An account of any review of resources, any corrective action required ensuring their efficient use. You could also include an explanation of how legislation, policies and procedures affect your practice.</p>
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice.</p> <p>Expert Witness: A designated expert witness may provide direct observation of practice, questioning, undertaking a professional discussion or providing feedback on a reflective account.</p> <p>Working with Victims, Survivors and Witnesses can pose a number of challenges for direct observation of practice by assessors not based in the workplace and it is vital that expert witnesses are identified at the planning stage as they will be require to work closely with your assessor in the evidence gathering process.</p> <p>Witness testimony: Can be a confirmation or authentication of the activities described in your evidence that your assessor has not seen. A work colleague or another key person could provide this. It is NOT appropriate to use witness testimony from any member of their family or circle of friends.</p> <p>Products: These can be any records or agency approved forms on allocation of resources that candidate has control over. Copies of forms or reports on recommendations the candidate has sought out and prepared for their team colleagues or managers. Where products have not been developed or compiled by the candidate you need to provide an explanation of the contribution you made to them or your reasoning for offering them to the service user(s), eg brochures and application forms.</p> <p>Due to the nature of this Unit considerable care should be given to the inclusion of any anonymised records in your portfolio. They should remain where they are normally stored and checked for their authenticity by your assessor as well as occasionally by your Verifier. Where records are included great care should be taken to ensure they are anonymised to ensure confidentiality.</p>

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General guidance

- ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods (including potential products) and the tasks you will be undertaking to demonstrate your competence.
- ◆ Evidence must be provided for ALL of the Performance Criteria, ALL of the knowledge and parts of the scope that are relevant to your job.
- ◆ Candidates and assessors should ensure that knowledge evidence should be integrated into the reflective accounts, direct observations and if appropriate in professional discussions. Care should be taken to avoid assessment of knowledge through set or banks of questions as they generally do not reflect real work practice.
- ◆ The evidence must reflect the policies and procedures of your workplace and be linked to the current legislation, values and principles of best practice within the Community Justice Sector and in particular those staff working with victims survivors and witnesses.
- ◆ ALL evidence must relate to your own work practice.

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Knowledge Specification for this Unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Analytical techniques	
1 How to analyse the use of resources in the past, and utilise the results to make recommendations on more effective use of resources in the future.	
Communication	
2 How to communicate effectively with team members, colleagues and line managers.	
3 How to develop and argue an effective case for changes in the management of resources.	
Involvement and motivation	
4 How to enable people to identify and communicate the resources they need.	
5 How to encourage others to take responsibility for the control of resources in their own area of work.	
Agency context	
6 Team objectives and agency policies regarding the use of resources.	
7 Agency procedures for making recommendations on the use of resources.	
8 The trends and developments which may influence the future use of resources and how to plan for these.	
9 The potential environmental impact of the resources being used.	
10 The problems which may occur with resources and how the worker can deal with these.	
Resource management	
11 The importance of effective management of resources to agency performance.	
12 The principles underpinning the effective and efficient management of resources.	
13 The importance of keeping accurate records on the use of resources.	
14 How to monitor and control the use of resources to maximise efficiency, whilst maintaining the quality of products and services.	

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HE8.1 Make recommendations for the use of resources

Performance Criteria		DO	RA	EW	Q	P	WT
		1	Give relevant people the opportunity to provide information on the resources the worker's team needs.				
2	Make sure that their recommendations for using resources take account of relevant past experience.						
3	Make sure that their recommendations take account of trends and developments which are likely to affect the use of resources.						
4	Make sure that their recommendations are consistent with team objectives and agency policies.						
5	Indicate clearly in their recommendations the potential benefits they expect from the planned use of resources.						
6	Present their recommendations in an appropriate and timely manner to the relevant people .						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

Scope

- 1 **Relevant people**
 - (a) team members
 - (b) colleagues working at the same level
 - (c) higher-level managers or sponsors

- 2 **Recommendations**
 - (a) short-term
 - (b) medium-term

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HE8.2 Contribute to the control of resources

Performance Criteria		DO	RA	EW	Q	P	WT
		1	Give relevant people opportunities to take individual responsibility for the efficient use of resources.				
2	Monitor the use of resources which are under their control at appropriate intervals.						
3	Make sure that their team uses resources efficiently and in a way which takes into account the potential impact on the environment.						
4	Monitor continuously the quality of resources and ensure consistency in product and service delivery.						
5	Identify problems with resources promptly and recommend corrective action to the relevant people as soon as possible.						
6	Make recommendations for improving the use of resources in an appropriate and timely manner to the relevant people .						
7	Ensure that their records relating to the use of resources are complete, accurate and available to authorised people only.						

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Scope

- 1 **Relevant people**
 - (a) team members
 - (b) colleagues working at the same level as the worker

- 2 **Corrective action**
 - (a) altering activities
 - (b) modifying the use of resources
 - (c) renegotiating allocation of resources

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To be completed by the candidate

I submit this as a complete Unit

Candidate's name:

Candidate's signature:

Date:

To be completed by the assessor

It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.

I certify that sufficient evidence has been produced to meet all the Elements, PCs and Knowledge of this Unit.

Assessor's name:

Assessor's signature:

Date:

Assessor/internal verifier feedback

To be completed by the internal verifier if applicable.

This section only needs to be completed if the Unit is sampled by the internal verifier.

Internal verifier's name:

Internal verifier's signature:

Date: