

FSPFCC01 – SQA Unit Code H5EY 04

Develop yourself to improve and maintain workplace competence in a financial services environment



Overview

This Standard covers reviewing your performance against agreed objectives. It also includes identifying and undertaking activities to develop your knowledge, skills and understanding where gaps have been identified. It is designed to ensure that you have the personal resources (particularly knowledge, understanding, skills and time) to do your job. You will need to take personal responsibility for making things happen and take pride in delivering high quality work.

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Performance criteria

You must be able to:

- P1 Discuss and agree personal work objectives and tasks, and how you will measure progress, with those you report to
- P2 Identify any gaps between the requirements of your job and your current knowledge, understanding and skills
- P3 Discuss and agree, with those you report to, a personal development plan to improve and develop your ability to meet the demands of your job
- P4 Undertake the activities identified in your development plan
- P5 Review, with those you report to, how they have contributed to your performance
- P6 Seek regular and useful feedback on your performance from those who are in a good position to judge it
- P7 Check, on a regular basis, how you are using your time at work and identify possible improvements
- P8 Ensure that your performance consistently meets or goes beyond agreed requirements
- P9 Comply with legal requirements, industry regulations, including ethical standards and health and safety, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 Why managing your resources (particularly knowledge, understanding, skills and time) is important
- K2 How to set work objectives which are specific, measurable, achievable, realistic and time-bound
- K3 How to measure progress against work objectives
- K4 How to identify your development needs
- K5 What an effective development plan should contain
- K6 The type of development activities which can be undertaken to fill identified gaps in knowledge, understanding and skills
- K7 How to identify whether/how development activities have contributed to your performance
- K8 How to get effective feedback on your performance
- K9 How to record the use of your time and identify possible improvements

Industry specific knowledge and understanding

- K10 The agreed requirements of your job including the limits of your responsibilities
- K11 Your agreed personal work objectives
- K12 The reporting lines in your organisation
- K13 Your current knowledge, understanding and skills
- K14 Identified gaps in your current knowledge, understanding and skills
- K15 Your personal development plan
- K16 Your organisation's policy and procedures in terms of personal development
- K17 Available development opportunities and resources in your organisation
- K18 Possible sources of feedback in your organisation
- K19 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety, as they impact on your activities

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Additional Information

Behaviours

- 1 You find practical ways to overcome barriers
- 2 You make best use of available resources and proactively seek new sources of support when necessary
- 3 You recognise changes in circumstances promptly and adjust plans and activities accordingly

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