



Overview

This unit is appropriate for you if your role involves:

- identifying opportunities to develop and assess competence in the workplace

The activities you are likely to be involved in:

- agreeing work patterns which give staff members opportunities to develop and show their competence
- agreeing which aspects of competence can be assessed in the workplace
- identifying opportunities for assessing competence in the workplace
- watching staff members perform tasks in the workplace
- asking questions to make sure staff members understand what they are doing and why
- giving staff members guidance and feedback on their performance and identifying any training or development they need

What the unit covers:

- 1 assessing performance in the workplace against agreed standards
- 2 giving staff members support in the workplace and feedback on their performance



Element L20.1: Assess performance in the workplace against agreed standards

Performance criteria

You must be able to do the following:

- a Agree with staff members which tasks you will need to see them perform in the workplace.
- b Agree with staff members how and when you will watch them perform their work activities to compare their performance with the agreed standards.
- c Give staff members advice on how to collect appropriate evidence from the workplace.
- d Identify who may be involved in or affected by your assessments and agree arrangements with them.
- e Watch the staff member's performance safely and identify where they have met the agreed standards.
- f Ask questions to check staff members' knowledge and understanding of workplace activities.
- g Ensure that the evidence you consider meets the required necessary standards and comes from staff members' own work.
- h Decide if you are prepared to confirm that the staff member's performance meets relevant parts of the agreed standards.
- i Identify gaps in evidence of competence, and how these may be filled in the work place.
- j Keep the records of your assessments safe and pass them on by following agreed procedures.

Element L20.2: Give staff members support in the workplace and feedback on their performance

Performance criteria

You must be able to do the following:

- a Make sure that the staff member understands your assessment decision.
- b Choose an appropriate time and place to give feedback to the staff member.
- c Give staff members clear and useful feedback on their performance as soon as possible after your assessment.
- d Be constructive and encouraging when giving feedback.
- e Tell staff members how they can improve their performance if necessary.
- f Identify and agree any further training or development staff members need before completing your assessment process.
- g If you and the staff member cannot agree on your assessment of their competence, refer the matter to the appropriate person.
- h Record the follow-up action and the next steps you and the staff member have agreed on.



Knowledge requirements

You need the following knowledge to perform this Unit of Competence. You will show this through the outcome of your work activities and through evaluations of your systems and processes.

You need to be able to show that you have general knowledge and understanding of the following:

The nature and role of assessments in the workplace

- 1 how to provide opportunities for carrying out assessments in the workplace
- 2 how to review assessment plans and identify where work activities can be assessed
- 3 how to identify tasks you can see in the workplace and which aspects of competence they show
- 4 how to agree arrangements for watching a staff member perform tasks in the workplace
- 5 how to watch staff members without disrupting or affecting their work activities
- 6 who else in the workplace you should involve when assessing staff members' competence
- 7 how to record your assessments and pass information on to other people
- 8 how to use your assessments to motivate staff members

Principles and concepts

- 9 how to identify what the staff member needs to meet agreed levels of competence
- 10 how to make accurate and fair comparison between a staff member's performance and appropriate agreed standards
- 11 how to use normal work activities to assess staff members' competence
- 12 how to provide assessment opportunities which are fair, consistent and do not discriminate against any member of staff
- 13 how to ask questions which check staff members' understanding of what they are doing without leading them
- 14 how to give constructive feedback to staff members
- 15 how to encourage staff members to ask questions and seek advice

External factors influencing assessment in the workplace

- 16 how to ensure that legal requirements to protect the environment and health and safety are met during the assessment process
- 17 how to take account of the assessment requirements of awarding bodies and others when assessing competence in the workplace
- 18 who to pass information on to, and when
- 19 who to involve when you have a problem making an assessment judgement, and the procedures you should follow