

SFJCCBA4.1 - SQA Unit Code DR7C 04

Provide learning opportunities for colleagues



Overview

This unit is about supporting colleagues in identifying their learning needs and helping to provide opportunities to address these needs.

Encouraging colleagues to take responsibility for their own learning is an aspect of this unit as is your role in providing an 'environment', for example, in your team or area of responsibility, in which learning is valued.

For the purposes of this unit, 'colleagues' means those people for whom you have line management responsibility.

Performance criteria

You must be able to:

- P1 promote the benefits of learning to colleagues and make sure that their willingness and efforts to learn are recognised
- P2 give colleagues fair, regular and useful feedback on their work performance, discussing and agreeing how they can improve
- P3 work with colleagues to identify and prioritise learning needs based on any gaps between the requirements of their work roles and their current knowledge, understanding and skills
- P4 help colleagues to identify the learning style(s) or combination of styles which works best for them and ensure that these are taken into account in identifying and undertaking learning activities
- P5 work with colleagues to identify and obtain information on a range of possible learning activities to address identified learning needs
- P6 recognise and seek to find out about differences in expectations and working methods of any team members from a different country or culture and promote ways of working that take account of their expectations and maximise productivity
- P7 discuss and agree, with each colleague, a development plan which includes learning activities to be undertaken, the learning objectives to be achieved, the required resources and timescales
- P8 work with colleagues to recognise and make use of unplanned learning opportunities
- P9 seek and make use of specialist expertise in relation to identifying and providing learning for colleagues
- P10 support colleagues in undertaking learning activities making sure any required resources are made available and making efforts to remove any obstacles to learning
- P11 evaluate, in discussion with each colleague, whether the learning activities they have undertaken have achieved the desired outcomes and provide positive feedback on the learning experience
- P12 work with colleagues to update their development plan in the light of performance, any learning activities undertaken and any wider changes
- P13 encourage colleagues to take responsibility for their own learning, including practising and reflecting on what they have learned

Knowledge and understanding

You need to know and understand:

General knowledge and understanding

- K1 the benefits of learning for individuals and organisations and how to promote these to colleagues
- K2 ways in which you can develop an 'environment' in which learning is valued and willingness and efforts to learn are recognised
- K3 why it is important to encourage colleagues to take responsibility for their own learning
- K4 how to provide fair, regular and useful feedback to colleagues on their work performance
- K5 how to identify learning needs based on identified gaps between the requirements of colleagues' work roles and their current knowledge, understanding and skills
- K6 how the values, ethics, beliefs, faith, cultural conventions, perceptions and expectations of any people from other countries or cultures may impact on their personal development and learning
- K7 how to prioritise learning needs of colleagues, including taking account of organisational needs and priorities and the personal and career development needs of colleagues
- K8 the range of different learning styles and how to support colleagues in identifying the particular learning style(s) or combination of learning styles which works best for them
- K9 different types of learning activities, their advantages and disadvantages and the required resources (for example, time, fees, substitute staff)
- K10 how/where to identify and obtain information on different learning activities
- K11 why it is important for colleagues to have a written development plan and what it should contain (for example, identified learning needs, learning activities to be undertaken and the learning objectives to be achieved, timescales and required resources)
- K12 how to set learning objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-Bound)
- K13 sources of specialist expertise in relation to identifying and providing learning for colleagues
- K14 what type of support colleagues might need to undertake learning activities, the resources needed and the types of obstacles they may face and how they can be resolved
- K15 how to evaluate whether a learning activity has achieved the desired learning objectives
- K16 the importance of regularly reviewing and updating written development plans in the light of performance, any learning activities undertaken and any wider changes
- K17 how to take account of equality legislation, any relevant codes of practice

SFJCCBA4.1 - SQA Unit Code DR7C 04

Provide learning opportunities for colleagues

and general diversity and inclusion issues in providing learning opportunities for colleagues

Industry/sector specific knowledge and understanding

You need to know and understand:

- K18 industry/sector requirements for the development or maintenance of knowledge, skills and understanding and professional development
- K19 learning issues and specific initiatives and arrangements that apply within the industry/sector
- K20 working culture and practices of the industry/sector

Context specific knowledge and understanding

You need to know and understand:

- K21 relevant information on the purpose, objectives and plans of your team or area of responsibility or the wider organisation
- K22 the work roles of colleagues, including the limits of their responsibilities and their personal work objectives
- K23 the current knowledge, understanding and skills of colleagues
- K24 identified gaps in the knowledge, understanding and skills of colleagues
- K25 identified learning needs of colleagues
- K26 learning style(s) or combinations of styles preferred by colleagues
- K27 the written development plans of colleagues
- K28 sources of specialist expertise available in/to your organisation in relation to identifying and providing learning for colleagues
- K29 learning activities and resources available in/to your organisation
- K30 your organisation's policies in relation to equality and diversity
- K31 your organisation's policies and procedures in relation to learning your organisation's performance appraisal systems

Additional Information

Behaviours

1. You recognise the opportunities presented by the diversity of people
2. You find practical ways to overcome barriers
3. You make time available to support others
4. You seek to understand individuals' needs, feelings and motivations and take an active interest in their concerns
5. You encourage and support others to make the best use of their abilities
6. You recognise the achievements and the success of others
7. You inspire others with the excitement of learning
8. You confront performance issues and sort them out directly with the people involved
9. You say no to unreasonable requests
10. You show integrity, fairness and consistency in decision-making

Skills

Coaching
Communicating
Demonstrating
Empowering
Information management
Leadership
Mentoring
Motivating
Prioritising
Planning
Providing feedback
Reviewing
Setting objectives
Valuing and supporting others

SFJCCBA4.1 - SQA Unit Code DR7C 04

Provide learning opportunities for colleagues

Developed by	Skills for Justice
---------------------	--------------------

Version number	1
-----------------------	---

Date approved	June 2010
----------------------	-----------

Indicative review date	June 2013
-------------------------------	-----------

Validity	Current
-----------------	---------

Status	Tailored
---------------	----------

Originating organisation	MSC
---------------------------------	-----

Original URN	D7
---------------------	----

Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
-----------------------------	---

Suite	NOS for Operational Delivery Contact Centre roles
--------------	---

Key words	Operational Delivery, Contact Centre, learning benefits, learning needs, opportunities, feedback, development plan
------------------	--