

Unit CFAM&LDB3 (H988 04) Quality Assure Work in Your Team

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This standard is about checking on the progress and quality of the work of team members to ensure that the required standard of performance is being met. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1. Check regularly the progress and quality of the work of team members against the standard performance expected. 2. Provide team members with prompt, specific feedback designed to maintain and improve their performance. 3. Support team members in identifying and dealing with problems and unforeseen events. 4. Motivate team members to complete the work they have been allocated on time and to the standard required. 5. Provide any additional support and/or resources team members require to complete their work on time and to the standard required. 6. Identify any unsatisfactory performance, discuss the causes and agree ways of improving performance with team members. 7. Recognise successful completion of significant pieces of work by team members. 8. Motivate team members to maintain and continuously improve their performance over time. 9. Use information collected on the performance of team members in any formal appraisal of performance, where appropriate. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | |
| **What you must do** | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
|  | **General knowledge and understanding** |  |
|  | Effective ways of regularly and fairly checking the progress and quality of the work of team members. |  |
|  | How to provide prompt and constructive feedback to team members. |  |
|  | How to select and apply different methods for motivating, supporting and encouraging team members to complete the work they have been allocated and continuously improve their performance. |  |
|  | How to select and apply different methods for recognising team members’ achievements. |  |
|  | The additional support and/or resources which team members might require to help them complete their work on time and to the standard required and how to assist in providing this. |  |
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|  | **Industry/sector specific knowledge and understanding** |  |
|  | Industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work. |  |
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|  | **Context specific knowledge and understanding** |  |
|  | Your team’s plan for undertaking the required work. |  |
|  | The knowledge, skills, competence, roles and workloads of team members. |  |
|  | Your organisation’s policy and procedures in terms of personal and professional development. |  |
|  | Reporting lines in your organisation and the limits of your authority. |  |
|  | Your organisation’s standards or levels of expected performance. |  |
|  | Your organisation’s policies and procedures for dealing with poor performance. |  |
|  | Your organisation’s grievance and disciplinary policies and procedures. |  |
|  | Your organisation’s performance appraisal systems. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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