

Unit CFAM&LDB9 (H41P 04) Promote Staff Wellbeing

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 promoting the wellbeing of your staff. This standard is relevant to managers and leaders who have staff reporting to them and the authority to take action to promote their wellbeing.  |

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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. Engage staff, their representatives and other key stakeholders in promoting staff wellbeing.
2. Review key indicators and use these to measure improvements in staff wellbeing.
3. Evaluate levels of staff wellbeing through analysis of available quantitative and qualitative data.
4. Develop a wellbeing culture and implement specific initiatives to enhance staff wellbeing in identified areas.
5. Ensure objectives and workloads of staff are achievable within the working hours available.
6. Provide staff with the training, support and supervision they need to be able to fulfil their responsibilities effectively both now and in the future.
7. Make yourself available to discuss confidentially with staff problems affecting their wellbeing.
8. Recognise indications that staff have problems affecting their wellbeing and take prompt and effective action to alleviate the problems, where possible.
9. Consult with, or refer staff to, specialists, where their problems are outside your area of competence or authority.
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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** |  |
|  | How to engage staff, their representatives and other key stakeholders in promoting staff wellbeing.  |  |
|  | Key indicators (such as attendance, retention, working hours, productivity, job satisfaction, innovative suggestions) and measures of staff wellbeing.  |  |
|  | Quantitative data (such as absenteeism, staff turnover, accident records, overtime) which can be used to evaluate levels of staff wellbeing.  |  |
|  | Qualitative information (such as supervisory meetings, appraisals, exit interviews, staff surveys, body language) which can be used to evaluate levels of staff wellbeing.  |  |
|  | How to analyse quantitative data and qualitative information to evaluate levels of staff wellbeing |  |
| 6 | Initiatives that can be implemented to reduce stress and enhance staff wellbeing.  |  |
| 7 | How to calculate achievable objectives and workloads for staff.  |  |
| 8 | The importance of providing staff with opportunities to discuss issues affecting their wellbeing.  |  |
| 9 | How to recognise indications that staff are having problems affecting their wellbeing.  |  |
| 10 | The range of actions you can take to alleviate problems affecting staff wellbeing. |  |
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|  | **Industry/sector specific knowledge and understanding** |  |
| 11 | Industry/sector requirements for consultation with employees and their representatives.  |  |
| 12 | Industry/sector requirements for enhancing staff wellbeing.  |  |
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|  | **Context specific knowledge and understanding** |  |
| 13 | Data available in your organisation that can inform an assessment of staff wellbeing. |  |
| 14 | Individuals within your area of work, their roles, responsibilities, competences and potential. |  |
| 15 | Sources of specialist expertise |  |
| 16 | Your organisation’s vision, strategy, values and culture. |  |
| 17 | Your organisation’s stakeholders and their interests. |  |

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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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