

Unit CFAM&LDCD5 (H69F 04) Help Individuals Address Problems Affecting Their Performance

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 helping individuals address problems affecting their performance. These may be work-related problems or problems arising from their personal circumstances. |

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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. Give people opportunities to approach you with problems affecting their performance.
2. Identify performance issues and bring these promptly to the attention of the individuals concerned.
3. Discuss problems with individuals at a time and place appropriate to the type, seriousness and complexity of the problem.
4. Check that individuals understand the level of seriousness of the problem and the likely consequences if it is not resolved effectively.
5. Gather and check information to accurately identify the problem and its cause.
6. Discuss the range of alternative courses of action and agree with individuals timely and effective ways of dealing with the problem.
7. Refer individuals to support services or specialists, where necessary.
8. Keep confidential records of your discussions with individuals about problems affecting their performance.
9. Ensure your actions are in line with your organisation’s policies.
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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** |  |
|  | The importance in giving people opportunities to approach you with problems affecting their performance.  |  |
|  | How to encourage individuals to approach you with problems affecting their performance.  |  |
|  | The importance of identifying performance issues and bringing these promptly to the attention of the individuals concerned.  |  |
|  | The importance of discussing problems with individuals at a time and place appropriate to the type, seriousness and complexity of the problem  |  |
|  | How to gather and check the information you need to identify the problem and its cause. |  |
| 6 | The importance of identifying the problem accurately.  |  |
| 7 | The range of alternative courses of action to deal with the problem.  |  |
| 8 | The importance of discussing and agreeing with the individual a timely and effective way of dealing with the problem.  |  |
| 9 | How to recognise obstacles to individuals’ performance and help them overcome these.  |  |
| 10 | When to refer individuals to support services or specialists.  |  |
| 11 | The importance of keeping a confidential record of your discussions with individuals about problems affecting their performance, and how to do so. |  |
| 12 | The importance of ensuring your actions are in line with your organisation’s policies for managing people and their performance.  |  |
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|  | **Industry/sector specific knowledge and understanding** |  |
| 13 | Industry/sector requirements for helping individuals address problems affecting their performance. |  |
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|  | **Context specific knowledge and understanding** |  |
| 14 | The types of problems that individuals in your area of responsibility may encounter which can affect their performance. |  |
| 15 | Your role, responsibilities and limits of authority when dealing with individuals’ problems. |  |
| 16 | The range of support services or specialists that exist inside and outside your organisation. |  |
| 17 | Your organisation’s policies for managing people and their performance. |  |

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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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