

## **Unit L&D1          Identify Collective Learning and Development Needs (FD3N 04)**

**Source: Learning and Development Standard 1**

### **What this Unit is about**

This Unit is about carrying out a learning and development needs analysis for teams, groups, departments or whole organisations.

The types of activities the candidate will be involved in include:

- 1    Preparing to analyse collective learning and development needs
- 2    Analysing collective learning and development needs
- 3    Reporting on collective learning and development needs

To achieve this Unit the candidate is required to carry out learning and development needs analysis with at least two different teams, departments or organisations.

The candidate's knowledge will be assessed by taking part in a discussion with their assessor, or answering questions (written or oral), or providing a candidate statement, or a combination of all of these.

The candidate's performance will be assessed by the assessor looking at products of work, for example:

- ◆ Correspondence or notes of meetings with key stakeholders.
- ◆ Written plans for the learning and development needs analysis.
- ◆ The information the candidate has collected, for example, completed survey questionnaires, interview notes.
- ◆ Written analysis and reports.

## Terminology

Within this Unit the following explanations and examples apply:

Collective learning needs	<i>The learning needs that a group of learners have in common. Groups in this context could be, for example, whole organisations or teams within organisations.</i>
Focus of learning	<i>What it is that needs to be learnt, for example, customer service, managing people or how to use new equipment.</i>
Stakeholders	<i>All those who have an interest in the training/learning needs analysis, for example, managers, Human Resource staff, learners themselves.</i>

Performance	Knowledge
<p><b>What the candidate must do:</b></p> <p><b>1 Prepare to analyse collective learning and development needs</b></p> <p>(a) Gain the support and commitment of key stakeholders.</p> <p>(b) Identify:</p> <ul style="list-style-type: none"> <li>◆ the aims of the analysis</li> <li>◆ the information required</li> <li>◆ efficient means of data collection</li> </ul>	<p><b>What the candidate must know:</b></p> <ol style="list-style-type: none"> <li>1 The principles that underpin learning needs analysis for teams, groups or organisations.</li> <li>2 The contribution that learning and development can make to helping teams, groups and organisations achieve their goals and objectives.</li> <li>3 The types of stakeholders involved in an analysis of collective learning needs.</li> <li>4 Why stakeholder support and commitment are important.</li> <li>5 The types of qualitative and quantitative information required to undertake an analysis of collective learning needs.</li> <li>6 The importance of collecting and analysing relevant information including: <ul style="list-style-type: none"> <li>◆ learners' collective goals and objectives</li> <li>◆ the impact of change on roles and ways of doing things</li> <li>◆ the requirements for skills, knowledge, attitudes and competence</li> <li>◆ learners' existing capabilities and potential</li> <li>◆ attitudes to learning</li> </ul> </li> <li>7 Sources of information, and efficient data collection methods, including the use of technology.</li> </ol>
<p><b>2 Analyse collective learning and development needs</b></p> <p>(a) Collect sufficient information relevant to the learners and their context to identify learning and development needs.</p> <p>(b) Prioritise learning and development needs, indicating the focus and volume of learning required.</p>	<ol style="list-style-type: none"> <li>1 How to analyse qualitative and quantitative data to identify collective learning needs.</li> <li>2 Issues related to equality and diversity that may affect data collection and collective learning needs analysis.</li> <li>3 Issues related to technology and changing work practices that impact on collective learning needs.</li> <li>4 The issues to consider when prioritising collective learning needs.</li> <li>5 How to identify the focus and volume of learning required and the timescales required for implementation.</li> </ol>

Performance	Knowledge
What the candidate must do:	What the candidate must know:
<p><b>3 Report on collective learning and development needs</b></p> <p>(a) Communicate findings and recommendations to decision makers in ways that will aid their understanding.</p> <p>(b) Negotiate any adjustments to findings and recommendations with decision makers.</p> <p>(c) Maintain confidentiality agreements.</p>	<ol style="list-style-type: none"> <li>1 Who may be involved in making decisions about findings and recommendations.</li> <li>2 Effective methods of communicating findings and recommendations to decision makers.</li> <li>3 Why a practitioner should use their professional experience and expertise to negotiate with decision makers on findings and recommendations.</li> <li>4 Why confidentiality is important when identifying collective learning needs.</li> <li>5 How to maintain the confidentiality of data, findings and recommendations.</li> </ol>