

Unit: CC1 Develop yourself to improve and maintain workplace competence in a financial services environment

Overview

This Standard covers reviewing your performance against agreed objectives. It also includes identifying and undertaking activities to develop your knowledge, skills and understanding where gaps have been identified. It is designed to ensure that you have the personal resources (particularly knowledge, understanding, skills and time) to do your job.

Outcomes of effective performance

- CC1/O1 You discuss and agree personal work objectives and tasks, and how you will measure progress, with those you report to
- CC1/O2 You identify any gaps between the requirements of your job and your current knowledge, understanding and skills
- CC1/O3 You discuss and agree, with those you report to, a personal development plan to improve and develop your ability to meet the demands of your job
- CC1/O4 You undertake the activities identified in your development plan
- CC1/O5 You review, with those you report to, how they have contributed to your performance
- CC1/O6 You seek regular and useful feedback on your performance from those who are in a good position to judge it
- CC1/O7 You check, on a regular basis, how you are using your time at work and identify possible improvements
- CC1/O8 You ensure that your performance consistently meets or goes beyond agreed requirements

Behaviours which underpin effective performance

- CC1/B1 You take personal responsibility for making things happen
- CC1/B2 You take pride in delivering high quality work
- CC1/B3 You find practical ways to overcome barriers
- CC1/B4 You make best use of available resources and proactively seek new sources of support when necessary
- CC1/B5 You recognise changes in circumstances promptly and adjust plans and activities accordingly
- CC1/B6 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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Knowledge and understanding

1. Why managing your resources (particularly knowledge, understanding, skills and time) is important
2. How to set work objectives which are specific, measurable, achievable, realistic and time-bound
3. How to measure progress against work objectives
4. How to identify your development needs
5. What an effective development plan should contain
6. The type of development activities which can be undertaken to fill identified gaps in knowledge, understanding and skills
7. How to identify whether/how development activities have contributed to your performance
8. How to get effective feedback on your performance
9. How to record the use of your time and identify possible improvements€

Context specific knowledge and understanding

1. The agreed requirements of your job including the limits of your responsibilities
2. Your agreed personal work objectives
3. The reporting lines in your organisation
4. Your current knowledge, understanding and skills
5. Identified gaps in your current knowledge, understanding and skills
6. Your personal development plan
7. Your organisation's policy and procedures in terms of personal development
8. Available development opportunities and resources in your organisation
9. Possible sources of feedback in your organisation
10. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities