

Unit 11: J/650/0117

Support individuals' learning and development

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Understand how to encourage learning and development	<ul style="list-style-type: none">1.1 Identify the benefits of learning for individuals1.2 Describe how to promote the benefits of learning1.3 Identify ways in which to develop a culture in which learning is valued and willingness and efforts to learn are recognised1.4 Explain why it is important to encourage people to take responsibility for their own learning and development, including personal reflection on own performance1.5 Describe how to take account of equality legislation, any relevant codes of practice and general diversity and inclusion issues in providing learning opportunities for colleagues
2. Understand how to help colleagues identify their learning needs and styles	<ul style="list-style-type: none">2.1 Describe how to provide individuals with objective, specific and valid feedback designed to improve their performance2.2 Describe how to prioritise individuals' learning needs, including taking account of organisational needs and priorities and the personal and career development needs of individuals2.3 Explain the importance of taking into account the potential future roles and responsibilities for colleagues2.4 Explain how to provide individuals with the support and supervision they need
3. Understand how to help colleague to plan and implement learning and development	<ul style="list-style-type: none">3.1 Identify the different types of learning activities that may be appropriate for colleagues3.2 Compare their advantages and disadvantages3.3 Identify the required resources needed, for example, time, fees, substitute staff

	3.4 Explain why it is important for colleagues to have a written personal development plan
	3.5 Identify what the learning plan should contain, for example, identified learning needs, learning activities to be undertaken and the learning objectives to be achieved, timescales and required resources
	3.6 Outline how/where to identify and obtain information on different learning activities
	3.7 Explain how to set learning objectives which are SMART (specific, measurable, agreed, realistic and time-bound)
	3.8 Identify what type of support individuals might need to undertake learning activities
	3.9 Identify the resources needed to undertake learning activities
	3.10 Identify the types of obstacles colleagues may face when undertaking learning and how these can be resolved
	3.11 Identify sources of specialist expertise in relation to identifying and providing learning for colleagues
4. Understand how to help colleagues to review and update learning and development plans	4.1 Describe how to evaluate whether learning activities have achieved their intended learning objectives
	4.2 Explain the importance of regularly reviewing and updating personal development plans in the light of performance, any learning activities undertaken and any wider changes
5. Have sector-specific knowledge and understanding	5.1 Outline sector requirements for the development or maintenance of knowledge, skills and competence
	5.2 Outline learning issues and specific initiatives and arrangements that apply within the sector
	5.3 Describe working culture and practices of the sector and organisation
	5.4 Outline organisation's own policies and procedures for: <ul style="list-style-type: none"> a. learning and personal and professional development within the sector and organisation b. equality and diversity c. performance appraisal systems

- 5.5 Explain how to engage employees and other stakeholders in learning and development activities
- 5.6 Summarise key individuals within own area of responsibility, their roles, responsibilities, competences and potential
- 5.7 Summarise specialist resources available to support learning and development and how to make use of them
- 5.8 Outline learning activities and resources available in/to own organisation
- 5.9 Outline opportunities for colleagues' career development in own organisation
- 5.10 Outline opportunities for applying developing competences in the workplace
- 5.11 Summarise support and supervision available to individuals within own organisation
- 5.12 Summarise sources of specialist expertise available in relation to identifying and providing learning and development opportunities for individuals
- 6. Be able to encourage learning and development
 - 6.1 Promote the benefits of learning to people in own area of responsibility
 - 6.2 Recognise their willingness and efforts to learn
 - 6.3 Encourage people to take responsibility for their own learning and development, including practising and reflecting on what they have learnt
- 7. Be able to help colleagues to identify their learning needs and styles
 - 7.1 Give individuals objective, specific and valid feedback on their work performance, discussing and agreeing how they can improve
 - 7.2 Discuss with individuals' future roles and responsibilities that are compatible with their competences and potential
- 8. Be able to help colleagues to plan and implement learning and development
 - 8.1 Discuss and agree personal development plans with colleagues which include learning activities to be undertaken, the learning objectives to be achieved, the required resources and timescales
 - 8.2 Support individuals in undertaking learning activities, making required resources available and making efforts to remove any obstacles to learning
 - 8.3 Recognise and make use of unplanned learning opportunities

- 8.4 Seek and make use of specialist expertise, where required
- 8.5 Provide individuals with appropriate opportunities to apply their developing competences in the workplace
- 8.6 Appoint individuals to roles and responsibilities that are compatible with their competences and potential
- 9. Be able to help colleagues to review and update learning development plans
 - 9.1 Discuss with individuals their progress and their readiness to take on new roles and responsibilities and agree the support and supervision they will require
 - 9.2 Discuss with individuals their experience of learning activities and the extent to which learning objectives have been achieved
 - 9.3 Provide individuals with the support and supervision they require and ensure they receive specific feedback to enable them to improve their performance
 - 9.4 Discuss and agree revisions to personal development plans in the light of their performance, learning activities undertaken and any wider changes

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.