

## Unit L/650/0119

### Allocate and monitor the progress of work in their area of responsibility

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Understand own sector and organisational context for allocation work in own area of responsibility	<ul style="list-style-type: none"><li>1.1 Describe people and other resources available in own area of responsibility</li><li>1.2 Summarise the work requirements in own area of responsibility</li><li>1.3 Summarise the operational plan in own area of responsibility</li><li>1.4 Explain the vision and objectives for own area of work and for the organisation overall</li><li>1.5 Summarise organisation's policies and procedures for:<ul style="list-style-type: none"><li>a. health and safety</li><li>b. personal development</li><li>c. standards of expected performance</li><li>d. dealing with below standards performance</li><li>e. grievance and disciplinary issues</li><li>f. performance appraisal systems</li></ul></li><li>1.6 Detail industry/sector requirements for the development or maintenance of knowledge, understanding and skills</li><li>1.7 Detail industry/sector-specific legislation, regulations, guidelines, codes of practice relating to carrying out work</li></ul>
2. Understand how to plan and allocate work for colleagues	<ul style="list-style-type: none"><li>2.1 Clarify the importance of confirming the work required in own area of responsibility</li><li>2.2 Outline how to take due account of health and safety issues when planning, allocating and monitoring work</li><li>2.3 Clarify the importance of seeking views on planned work from people working in own area of responsibility</li><li>2.4 Explain why it is important to allocate work to colleagues on a fair basis</li></ul>
3. Understand how to brief colleagues on planned work	<ul style="list-style-type: none"><li>3.1 Explain the importance of briefing colleagues on planned work</li><li>3.2 Clarify the importance of showing colleagues how their work fits with the overall vision and objectives of own area of responsibility and those of the organisation</li></ul>

- 3.3 Compare different ways of encouraging colleagues to ask questions and/or seek clarification in relation to the planned work
- 4. Understand how to monitor and support colleagues in their work
  - 4.1 Evaluate the advantages and disadvantages of different ways of monitoring colleagues' work
  - 4.2 Outline how to provide prompt and constructive feedback to individuals and/or teams
  - 4.3 Clarify why it is important to identify unacceptable or poor performance and how to discuss the causes and agree ways of improving performance
  - 4.4 Describe the type of problems and unforeseen events that may occur and how to support colleagues in dealing with them
  - 4.5 Describe types of additional support and/or resources colleagues might require to complete the planned work
  - 4.6 Compare different methods for motivating and supporting colleagues to complete their work and improve their performance
  - 4.7 Explain how to log and make use of information on the ongoing performance of colleagues for formal performance appraisals
  - 4.8 Clarify the importance of reviewing and updating plans of work in the light of developments
  - 4.9 Explain how to reallocate work and resources and clearly communicate the changes to those affected
- 5. Be able to plan and allocate the work for colleagues
  - 5.1 Confirm the work required in own area of responsibility with the responsible colleague
  - 5.2 Plan how the work will be carried out, taking account of:
    - a. the views of people in own area of responsibility
    - b. any identified priorities or critical activities
    - c. best use of the available resources
  - 5.3 Ensure the work is allocated to colleagues on a fair basis taking account of skills, knowledge and understanding, experience, workloads and the opportunity for development

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| 6. Be able to brief colleagues on planned work             | 6.1 Ensure that colleagues are briefed on allocated work considering: <ul style="list-style-type: none"> <li>a. how the work fits with the vision and objectives for the area of work and the overall organisation</li> <li>b. the standard or level of expected performance</li> </ul> 6.2 Enable colleagues to ask questions, make suggestions and seek clarification in relation to planned work   |
| 7. Be able to monitor and support colleagues in their work | 7.1 Monitor the progress and quality of the work of colleagues on a regular and fair basis<br>7.2 Measure the progress and quality of the work against the standard or level of expected performance<br>7.3 Provide colleagues with prompt and constructive feedback on their performance<br>7.4 Support colleagues in identifying and dealing with problems and unforeseen events<br>7.5 Motivate colleagues to complete allocated work providing additional support and/or resources to help completion<br>7.6 Address any conflict that arises in a way that supports effective working<br>7.7 Identify unacceptable or poor performance, discuss the causes and agree ways of improving performance<br>7.8 Acknowledge successful completion of significant pieces of work or work activities<br>7.9 Use information collected on colleagues' performance in any formal appraisals of their performance<br>7.10 Review and update plans of work for own area, clearly communicating any changes to those affected |

## 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.