



ITEC

Manage individuals' performance

VRQ

Learner name:

UBU68

Learner number:

J/506/1921



Manage individuals' performance

UBU68

The aim of this unit is to develop your knowledge, understanding and skills to manage the performance of individuals who report to you. You will learn how to agree objectives and monitor their performance. You will also learn how to motivate individuals and maintain morale.

Level

3

Credit value

4

GLH

20

Observation(s)

0

External Paper(s)

0



Learning outcomes

On completion of this unit you will:

1. Understand the management of underperformance in the workplace
2. Be able to manage individuals' performance in the workplace

Evidence requirements

1. Knowledge outcomes

There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.

2. Tutor/Assessor guidance

Your tutor **must** refer to the '**Skills CFA Assessment Strategy**' when delivering this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

For guidance on the assessment material for some individual units please refer to the '**Assessment Guidance**'. This can be found on www.vtct.org.uk under the relevant qualification page.

3. External paper

There is no external paper requirement for this unit.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*This is not an exhaustive list.

Relationship to National Occupational Standards

Management and Leadership (2012) National Occupational Standards:

- CFAM&LDB4 Manage people's performance and work
- CFAM&LDC2 Support individuals' learning and development
- CFAM&LDC3 Mentor individuals
- CFAM&LDC5 Help individuals address problems affecting their performance

Learning outcome 1

Understand the management of underperformance in the workplace

You can:	Portfolio reference
a. Explain typical organisational policies and procedures on discipline, grievance and dealing with underperformance	
b. Explain how to identify causes of underperformance	
c. Explain the purpose of making individuals aware of their underperformance clearly but sensitively	
d. Explain how to address issues that hamper individuals' performance	
e. Explain how to agree a course of action to address underperformance	

Learning outcome 2

Be able to manage individuals' performance in the workplace

You can:	Portfolio reference
a. Agree with team members specific, measurable, achievable, realistic and time-bound (SMART) objectives that align to organisational objectives	
b. Delegate responsibility to individuals on the basis of their expertise, competence, skills, knowledge, and development needs	
c. Apply motivation techniques to maintain morale	
d. Provide information, resources and on-going mentoring to help individuals meet their targets, objectives and quality standards	
e. Monitor individuals' progress towards objectives in accordance with agreed plans	
f. Recognise individuals' achievement of targets and quality standards	
g. Adhere to organisational policies and procedures, and legal and ethical requirements when managing individuals' performance in the workplace	

Notes

Use this area for notes and diagrams



Notes

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