

Supporting competence in the workplace

This half day course is appropriate for you if your role involves:

Assessment and development of competence within the workplace

Outcomes

Delegates should be able to:

- Agree work patterns, which give staff members opportunities to demonstrate and develop their competence.
- Agree which aspects of competence can be assessed effectively in the workplace
- Identify opportunities for the assessment of competence in the workplace
- Observe staff members perform tasks in the workplace
- Question staff members to make sure that they understand what they are doing and why
- Give staff members guidance and feedback on their performance and identifying any training or development needs

Course content

The training covers:

1. Assessing of performance in the workplace against agreed standards
2. Giving staff members support in the workplace and feedback on their performance