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| Title: | **Planning and allocating work**  |
| Level: | **3** |
| Credit value: | **2** |
| Unit guided learning hours | **9** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Know how to plan work in the workplace
 | 1.11.21.31.4 | Identify organisational targets relevant to the teamSet SMART objectives for the team to achieve the targetsUse a technique to plan to achieve the objectivesExplain how to monitor and control a planned activity |
| 1. Know how to allocate work to team members
 | 2.12.22.3 | Identify resources required to complete a planned activityExplain how to allocate work to team membersExplain how to assess and support team performance in achieving objectives |
| 1. Understand how to improve the performance of a team in delivering to plan
 | 3.13.23.3 | Identify a possible cause of variance from a planned activityIdentify actions to overcome causes of varianceExplain how to involve team members in identifying ways to improve performance to meet objectives |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | The learner will be able to develop knowledge and understanding of how to plan and allocate work as required by a practising or potential first line manager. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Management & Leadership 2008 NOS: D5, D6, D8 |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Council for Administration (CfA) |
| Equivalencies agreed for the unit (if required) |  |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * The role and purpose of objectives and targets
* Links between organisational and team objectives
* Setting SMART work targets
* Performance measurement
* Planning techniques appropriate to small scale planning e.g. action planning, task/work/production schedules, timetables, rotas etc
* Monitoring and control techniques and records
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| 2 | * Effective methods of communication to give instructions
* Types of quality standards and their purpose
* Methods to monitor actual performance against production targets and time-scales, and identify variances
* Ways to ensure team members understand monitoring systems
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| 3 | * Recording outputs and variances
* Techniques for identifying causes of underperformance
* Corrective and remedial actions for underperformance
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