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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 | | | 1.1  1.2  1.3  1.4 | Identify organisational targets relevant to the team  Set SMART objectives for the team to achieve the targets  Use a technique to plan to achieve the objectives  Explain how to monitor and control a planned activity |
| 1. Know how to allocate work to team members | | | 2.1  2.2  2.3 | Identify resources required to complete a planned activity  Explain how to allocate work to team members  Explain how to assess and support team performance in achieving objectives |
| 1. Understand how to improve the performance of a team in delivering to plan | | | 3.1  3.2  3.3 | Identify a possible cause of variance from a planned activity  Identify actions to overcome causes of variance  Explain 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 | | | |
| 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 | | | |
| 3 | * Recording outputs and variances * Techniques for identifying causes of underperformance * Corrective and remedial actions for underperformance | | | |