CFAOP6
Develop people's skills for your business

Overview

Helping people to improve their skills will help your business to increase productivity, improve the quality of the service or products you offer and support the continuing development of your business.

You might do this if you need to:

1. make your business or social enterprise more productive
2. improve the quality of the product or service of your business or social enterprise
3. make changes to staff roles in order to develop and/or expand your business or social enterprise

Develop people's skills involves:

1. deciding on the people development needs for your business
2. planning and setting targets for people development
3. making arrangements for people development to be done inside or outside your business
4. monitoring progress

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Performance criteria

You must be able to:

P1 carry out a regular review of people development needs in line with business aims and priorities

P2 gather information about people development needs and use it to make fair and appropriate decisions

P3 agree the development needs of all people in your business, through appraisal or discussion

P4 analyse the skills needed and the order in which they need to be learned

P5 agree learning goals and an action plan with each person

P6 choose a method of training, mentoring or coaching which meets each person's individual learning needs

P7 identify the resources needed to develop people's skills

P8 train, coach or mentor people when appropriate, altering approach in the light of feedback or progress

P9 where people cannot be trained in your business, identify appropriate alternative training opportunities to suit individual needs

P10 give people opportunities to practice their skills, apply their knowledge and get experience in a structured way

P11 recognise and reward success

P12 identify anything that prevents learning, and review this with the people concerned

P13 regularly check that people are making progress towards learning goals and give positive feedback where possible

P14 seek guidance from specialists when necessary

P15 keep accurate, confidential and up to date records of development needs and plans

P16 check that the outcomes of training and development are benefiting your business

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Knowledge and understanding

You need to know and understand:

Developing staff

K1　what technical skills and experience people need to make the product or provide the service

K2　how to get the information you need about development needs of individuals (for example appraisal and performance review reports, business plans and feedback from people)

K3　how to decide which skills people need to develop

K4　how to set and agree targets for development with people

K5　how to write an action plan and agree learning goals

K6　what training you can provide in your business (for example on the job training, short courses, mentoring or coaching)

K7　what training may need to be provided by other means (for example training provided in your business by an expert or a short course run elsewhere)

K8　what resources are needed for people development (for example time, training programmes, fees and substitute staff)

K9　what kinds of development opportunities are available (for example learning on the job, books, websites, fixed courses, tailored programmes to meet business needs, mentoring or coaching)

K10　where to find information about training courses and events (for example from business advice centres, trade associations and colleges)

K11　what government support might be available for small businesses (for example training grants, free course provision or fee remission)

K12　how to check individual staff understanding and progress

K13　how to check that the staff development you provide is helping your business to improve

Training, mentoring and coaching

K14　how to identify learning opportunities and match them to individual needs and objectives

K15　what types of learning are best supported either through training, mentoring or coaching

K16　how to identify the opportunities available to people to apply their learning

K17　how to put learners at their ease

K18　what the different learning styles are and how they affect learning

K19　how to select appropriate resources and materials and structure learning activities

K20　how to encourage people to recognise their own achievements

K21　how to recognise things that are likely to prevent learning from taking place and how to overcome them

K22　How to analyse and use developments in learning, including new ways of

delivery such as technology-based learning

Motivating individuals

K23   how to motivate individuals by recognising and rewarding success (for example praise, recognition in front of colleagues, rewards, benefits, pay rises)

Laws and regulations

K24   how to make sure that everyone acts in line with health, safety and environmental protection legislation and best practice

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Additional Information

Links to other NOS

1.   OP3 Recruit people for your business
2.   OP5 Make sure people in your business can do their work
3.   BD4 Carry out a review of your business
4.   BD6 Make changes to improve your business

Links to other standards

If your business grows and develops a management team it may be appropriate to consider the following units from the Management and Leadership Standards.

5.   D7   Provide learning opportunities for colleagues

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