Review your contribution to services

Overview

This standard is about reflecting on and reviewing the contribution you make to services. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by welfare professionals and others.

The standard looks at assessing your contribution to the work of services and how to develop yourself to achieve work requirements.

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Performance criteria

You must be able to:

1. assess your work against specified work objectives
2. review relevant feedback on your work against specified work objectives
3. identify your role and contribution to achieving work objectives
4. review actual or potential effects of your values, beliefs, culture, ethos, attitudes and behaviours when working in line with organisational requirements
5. review priorities assigned to work objectives in line with organisational requirements
6. review how you have carried out your work in line with organisational requirements
7. identify development needs in line with organisational requirements
8. confirm that development objectives identify competences appropriate to your role in organisation
9. compile personal development plans in line with organisational requirements
10. agree personal development plans with appropriate individuals in line with organisational requirements
11. assess the impact of changes in services on your work role in line with organisational requirements
12. source suitable development opportunities in line with organisational requirements
13. utilise suitable development opportunities in line with organisational requirements
14. update personal development plans regularly to take account of changing work in line with organisational requirements
15. comply with all relevant legal, professional and organisational requirements and guidelines when reviewing your contribution to services
16. record development plans in line with organisational requirements

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Knowledge and understanding

You need to know and understand:

1. the importance of complying with relevant legal, professional and organisational requirements and guidelines
2. legislation, codes of practice, organisational policies and procedures in relation to job role/activities undertaken
3. types of work objectives that should be specified
4. the importance of feedback on your work and who can provide it
5. the role of your work in services
6. factors that could affect achievement of objectives
7. how your values, beliefs, attitudes and behaviours could impact on work
8. how to assess priorities assigned to your work
9. how to obtain information on requirements
10. the importance of having a clear understanding of your work
11. how to identify development objectives and what specific development objectives are
12. competences required for your work
13. how to compile personal development plans, what plans should include and how they can be used
14. organisational policies and procedures relating to personal development/learning & development
15. knowledge required and sources of this within services and organisations
16. how to reflect on your own practice and the importance of doing so
17. how to assess relevance of knowledge
18. how services have developed during the time of your involvement
19. how to source suitable development opportunities
20. types of available development opportunities
21. how to make use of available development opportunities
22. when personal development plans should be reviewed and who requires information on them
23. recording requirements of your organisation, including how to store recorded information securely

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