

## SFJNOS2

# Consult with employers and other stakeholders to develop and review National Occupational Standards (NOS)



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### Overview

This standard is about consulting with employers and other stakeholders to develop and review National Occupational Standards (NOS). It applies to consultation methods such as: questionnaires, on-line surveys, consultation workshops, focus groups and interviews. Many of these methods are likely to be used during a NOS development or review process.

You will need to be able to identify a representative sample of employers and other stakeholders to consult with across the four Nations. You will also need to plan and implement the consultation to obtain quality feedback on draft materials. This will include managing any shortfalls in the scope and quality of involvement in the consultation.

Once the consultation process has completed you will need to be able to pull together all of the feedback and analyse the responses. This will also include producing a report to support decision making.

Consultation is a crucial aspect of NOS development and review, and in this context it is taken to mean that all feedback will be given proper consideration and used to improve draft materials.

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#### Performance criteria

*You must be able to:*

- P1 identify relevant employers and other stakeholders to consult across the four nations
- P2 ensure that consultation methods provide value for money and meet resource requirements
- P3 plan and implement the consultation to achieve the optimum quality and quantity of involvement
- P4 manage any shortfalls in the scope or quality of involvement to improve outcomes
- P5 complete consultation periods within the required timescale
- P6 collate and analyse consultation responses accurately
- P7 report the outcomes of the consultation to support decision making
- P8 evaluate the effectiveness of the consultation and use your findings to improve future consultation

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the current nationally agreed criteria and guidance for developing and reviewing NOS
- K2 the importance of four nations' involvement in developing and reviewing NOS
- K3 the features and characteristics of employers and stakeholders in your sector
- K4 the trends and drivers currently affecting employers and stakeholders in your sector
- K5 how to identify relevant employers and other stakeholders to consult
- K6 the ways in which consultations must be designed and conducted
- K7 the consultation methods available and the advantages and disadvantages of these
- K8 the need to consider value for money in relation to consultation methods
- K9 how to plan and implement a consultation to achieve the best results
- K10 the need to achieve representative involvement from employers and other stakeholders
- K11 the ways in which feedback from employers and other stakeholders should be collated, analysed and reported to support decision making
- K12 the reasons why it may be necessary to balance and weight feedback from employers and other stakeholders
- K13 how to evaluate the effectiveness of the consultation and use this information to improve future consultations

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<b>Developed by</b>	Skills for Justice
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<b>Relevant occupations</b>	Officers in non-governmental organisation
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<b>Suite</b>	NOS for the Development, Implementation and Review of NOS
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<b>Key words</b>	Consultation, employers, stakeholders, development, review National Occupational Standards (NOS)
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