Unit Title:	**Manage individuals' performance**
OCR unit number:	11
Level:	3
Credit value:	4
Guided learning hours:	20
Unit reference number:	J/506/1921

Unit aim and purpose

This unit aims to develop the knowledge and skills required to manage individuals' performance. Upon completion of this unit, learners will have developed an understanding of the management of underperformance in the workplace and will be able to manage individuals' performance in the workplace.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the management of underperformance in the workplace	**The Learner can:** 1.1 Explain typical organisational policies and procedures on discipline, grievance and dealing with underperformance 1.2 Explain how to identify causes of underperformance 1.3 Explain the purpose of making individuals aware of their underperformance clearly but sensitively 1.4 Explain how to address issues that hamper individuals' performance 1.5 Explain how to agree a course of action to address underperformance	
2 Be able to manage individuals' performance in the workplace	2.1 Agree with team members specific, measurable, achievable, realistic and time-bound (SMART) objectives that align to **organisational objectives** 2.2 Delegate responsibility to individuals on the basis of their expertise, competence, skills, knowledge, and development needs	**Organisational objectives** are the overall goals, purpose and mission of a business as established by its management

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Learning Outcomes	Assessment Criteria	Additional Guidance
	2.3 Apply **motivation techniques** to maintain morale 2.4 Provide information, resources and on-going mentoring to help individuals meet their targets, objectives and quality standards 2.5 Monitor individuals' progress towards objectives in accordance with agreed plans 2.6 Recognise individuals' achievement of targets and quality standards 2.7 Adhere to **organisational policies and procedures, and legal and ethical requirements** when managing individuals' performance in the workplace	**Motivation techniques** may include: • Incentives and rewards • Flexible working arrangements • Praise and gratitude • Coaching or mentoring Where possible, adherence to **organisational standards, policies and procedures** should be confirmed by a line manager or experienced colleague. Learners should also be aware of *which* **legal requirements** affect the management of an individuals' performance in the workplace.

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk

Occupational standards	Unit number	Title
Management & Leadership (2012) National Occupational Standards:	CFAM&LDB4 CFAM&LDC2 CFAM&LDC3	• Manage people's performance at work • Support individuals' learning and development • Mentor individuals • Help individuals address problems

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	CFAM&LDC5	affecting their performance

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .