

Unit Title:	Examine staff turnover issues in own area of responsibility (D3b)
Unit Number	29
Level:	5
Credit value:	4
Guided learning hours:	25
Unit expiry date:	28/02/2015

Unit purpose and aim

This unit helps learners who are facing high staff turnover to examine the reasons and potential solutions to this.

Learning Outcomes	Assessment Criteria	Exemplification
1 Be able to examine the reasons for, and impact of, staff turnover whilst maintaining confidentiality in own area of responsibility	1.1 Identify information about staff turnover 1.2 Examine the reasons for staff turnover in own area of responsibility 1.3 Analyse the impact of staff turnover on business objectives in own area of responsibility maintaining confidentiality	This may include: <ul style="list-style-type: none"> • How to measure staff turnover • The causes and effects of high and low staff turnover • How to identify why staff leave and how to do so sensitively and constructively • The reasons staff might give for leaving.
2 Be able to compare staff turnover rates across organisations	2.1 Examine staff turnover rate within similar organisations 2.2 Assess staff turnover in own organisation against other organisations	This may include: <ul style="list-style-type: none"> • How to gather information in respect of staff turnover • Turnover rates within similar organisations in their sector • Employment trends within their sector • Working culture and practices within their sector.
3 Understand how to turn unexpected staffing turnover into opportunities rather than threats	3.1 Analyse unexpected staffing turnover and use research tools or techniques as appropriate	This may include: <ul style="list-style-type: none"> • Different options for addressing staff shortfalls • The value of staff development and job enrichment

Learning Outcomes	Assessment Criteria	Exemplification
		<ul style="list-style-type: none"> • How to use staff turnover as a means of introducing changes to work practices.

Assessment

This unit is centre assessed and externally verified. In order to achieve the unit you must produce a portfolio of evidence which, on request, will need to be made available to the OCR external verifier. Portfolios of work must be produced independently and Centres must confirm to OCR that the evidence is authentic. An OCR Centre Authentication form is provided in the Centre Handbook.

Evidence requirements

In order to achieve this unit you must demonstrate that you have met all of the stated learning outcomes and assessment criteria. Your assessor must be able to observe you in the workplace or you must provide tangible evidence of your real work activities.

You may collect evidence for the unit through work in a private sector organisation, a public sector organisation or a not-for-profit organisation.

You must provide evidence that shows you have done this over a sufficient period of time on different occasions for your assessor to be confident that you are competent.

Guidance on assessment and evidence requirements

You should consult with your assessor to agree the most appropriate sources of evidence available to you in your environment. Examples of possible sources of evidence are shown below but this is not a definitive list nor are the examples shown mandatory:

- Statistical information in respect of turnover
- Notes of exit interviews that you have completed
- Copies of reports that you have compiled in respect of staff turnover
- Research that you have done in respect of staff turnover within your sector
- Your plans for re-aligning work activities
- Staff development activities that you have designed

Details of relationship between the unit and national occupational standards

This unit has been accredited as part of the Qualifications and Credit Framework and is based on MSC unit D3 Recruit, select and keep colleagues

Resources

Stationery or a CD-rom.

Access to photocopier, PC and printer is desirable but not essential.

Access to sources of under-pinning knowledge such as websites, books, journals, etc, might be of help, but you are not expected to reproduce other people's written work. For example:

- TAYLOR, S. *People Resourcing* (2008) ISBN: 184398198X
- ACAS website on staff management and retention: www.acas.org.uk

Additional information

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

OCR Level 5 NVQ in Team Leading

Evidence Record Sheet

Unit D3b Examine staff turnover issues in own area of responsibility

I confirm that the evidence provided is a result of my own work.

Signature of candidate: _____ Date: _____

Evidence reference	Evidence title	Assessment method	LO1			LO2		LO3
			1.1	1.2	1.3	2.1	2.2	3.1

I confirm that the candidate has demonstrated competence by satisfying all of the criteria for this unit.

Signature of assessor: _____ Name (in block capitals): _____ Date: _____

Countersignature of qualified assessor (if required) and date: _____

IV initials (if sampled) and date: _____ Countersignature of qualified IV (if required) and date: _____

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