

Learning Assessment Guide

Unit Standard 18337 – Version 2

Plan, organise and evaluate training and development activities for a workplace team

Level 4 – 5 Credits

Assessment Summary			
Learner to complete			
Learner name:			
Employer:			
NZQA no. (ROL):			
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor name:		Assessor No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This unit standard is for people who manage or supervise work teams.

The tasks in this assessment are designed to show your assessor that you can:

- Determine training and development requirements for a specified workplace team
- Organise training and development activities for a specified workplace team
- Evaluate the effectiveness of the training and development activities

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Verification Form that the assessor will use to assess your competence.
- Assessment Schedule that the assessor will use to assess your competence.

Definitions for this unit standard:

Team, in the context of this unit standard, comprises two or members of the workplace who work together in a defined activity with clear objectives and outcomes. A team may be a stand-alone or one team in a multi-team operation.

Post-training follow up refers to any action that ensures links are made between training and workplace applications. Action may include but is not limited to – coaching, mentoring, assessing, observation, interview.

Special note 5 of unit standard 18337 states: “This unit standard will be assessed on the basis of evidence of demonstrated performance in the workplace.”

Therefore, you will need to provide evidence from your workplace to meet the requirements of this unit standard and you will need to get a senior person to verify your performance. This person should ideally be your manager. They may also be the assessor for this unit standard.

The workplace verifier must be someone approved by the assessor (if they are not the same person).

Assessment Task One – Elements 1 and 2 (PC 2.1)

Introduction

Assessment task one is designed to assess your ability to determine training and development requirements for a specified workplace team.

A specified workplace team must be a group of at least two or more people who work together on a defined activity. You are their supervisor or manager.

Instructions

- Think about a situation where you have identified training and development needs for a team. You need to show that you have determined the training and development needs for the team as a whole and for the individuals in the team - either currently or within the past 12 months. In particular you need to provide evidence in the form of documentation and verification that you have:
 - Assessed the team capability in relation to work team objectives and demands.
 - Assessed individual team member's capabilities in relation to work team objectives and demands.
 - Agreed the training and development requirements and related support needs with the team and the individuals. Training and development requirements may relate to knowledge, skills and/or behaviours.
 - Assessed and selected training and development options that meet team, individual and organisational requirements. Training and development options could include on-job training, off-job training, coaching and mentoring.
 - Produced the team training and development plan in accordance with organisational policy and procedures.
 - The training and development plan must include the following information but may include other information as required:
 - Training objectives
 - Training options eg off-site, coaching etc,
 - Resources and constraints
 - Timeframes
 - Post-training follow up evaluation processes
- Remember, the material you provide for this assessment task must meet the requirements of your organisation.
- Your assessor may wish to discuss your evidence and documentation with you in order to assess your competency.

- Ensure your agreed verifier completes the Verification Form at the end of the tasks section of this assessment guide.
- Attach all your documentation evidence to this assessment. Evidence should include the Team Training and Development Plan, work team objectives and demands, meeting minutes, any relevant documented organisation requirements or established procedures, and any other relevant documentation that helps to provide sufficient evidence of your ability to determine the training and development requirements of your workplace team.

The completed assessment for task one will include:

- The Team Training and Development Plan.
- Documentation and discussion, if necessary, which covers the requirements of task 1 set out above.
- Verification Form completed.

Assessment Task Two – Element 2 (PCs 2.2 and 2.3)

Introduction

Assessment task two is designed to assess your ability to organise training and development activities for a specified workplace team.

Instructions

- Using the training and development plan produced in task one, you now need to organise the training. In particular you need to provide evidence in the form of documentation and verification that you have:
 - Implemented the selected training and development activities according to the Training and Development Plan. You could provide copies of contracting documentation (records confirming that you have booked training with a provider, coach and/or mentor), copies of the actual training programme that was attended, completed enrolment forms or other training records to show that the agreed training has taken place.
 - Provided support and assistance to the team and individual team members through the training and development process as agreed.
- Ensure your agreed verifier completes the Verification Form at the end of the tasks section of this assessment guide.

The completed assessment for task two will include:

- Documentation and discussion, if necessary, which covers the requirements of task 2 set out above.
- Verification Form completed.

Assessment Task Three – Element 3

Introduction

Assessment task three is designed to assess your ability to evaluate the effectiveness of the training and development activities.

Instructions

- Using the training and development plan produced in task one, you now need to evaluate the training. In particular you need to provide evidence in the form of documentation and verification that you have:
 - Provided post-training follow up according to the Training and Development Plan.
 - Evaluated and analysed training and development activities in relation to meeting work team objectives and demands.
 - The evaluation must include the following information but may include other information as required:
 - Trainee evaluations of the training and development provided.
 - Feedback from the trainer, coach and/or mentor.
 - Observed changes in knowledge, skills and/or behaviour of the team and team individuals in the workplace.
 - Provided feedback to the team and individuals on the results of the evaluation and analysis of the training and development activities.
 - Reviewed, and amended if required, the training and development plans and activities for the team against the evaluation findings.
- Ensure your agreed verifier completes the Verification Form at the end of the tasks section of this assessment guide.

The completed assessment for task three will include:

- Documentation and discussion, if necessary, which covers the requirements of task 3 set out above. For example, trainee evaluation forms, your evaluation report, amended Training and development Plan, and so on.
- Verification Form completed.

Unit 18337 Verification Form

Learner's Name:	
------------------------	--

The learner is currently being assessed toward Unit Standard 18337 *Plan, organise and evaluate training and development activities for a workplace team*. As their manager your feedback is sought to indicate whether or not the learner achieved the listed performance standards. Use the 'comments' section to make notes for providing feedback to the learner, to record evidence not covered, or to record any additional evidence gained by you during observation of or discussion with the learner.

Verified that the learner has:	Verifier comments	Yes / No
Assessed team and individual team member capability in relation to work objectives and demands.		
Agreed training and development requirements and related support needs with the team and individuals.		
Produced a training and development plan that meets organisational policy and procedure requirements.		
Included in the training plan: <ul style="list-style-type: none"> - training objectives - training options eg off-site, coaching etc - resources and constraints timeframes - post-training follow up evaluation processes. 		
Implemented the training and development activities as set out in the training and development plan.		
Provided the agreed support and assistance to the team and individuals during the training and development process.		
Carried out post-training follow up according to the training and development plan.		

Verified that the learner has:	Verifier comments	Yes / No
Evaluated the training and development activities in relation to meeting workplace team objectives and demands.		
Provided feedback to the team and individuals on the results of the evaluation.		
Reviewed, and amended if needed, the training and development plans and activities against the evaluation findings.		
Carried out the requirements for this unit standard in accordance with organisational requirements.		
Worked at this level of performance over a reasonable amount of time and that you have confidence that their performance will continue at this level in the future.		

Verifier Name:		Date:	
Position:		Phone:	
Email:			
Signature:			

Assessment Guide

These are the evidence and judgements that your assessor will use to assess your competence in unit standard 18337.

Task / Element	Evidence required	Judgement
<p><i>Task 1 / Elements 1 & 2.1</i></p> <p>This task requires the learner to determine training and development requirements for a specified workplace team.</p>	<p>The approved verifier completed verification Form.</p> <p>The learner provided relevant documents, notes and other material as evidence, for example the work team objectives.</p> <p>The learner provided the Team Training and Development Plan.</p> <p>Record of discussion between learner and assessor, if needed.</p>	<p>Team capability and individual team member's capabilities were assessed in relation to work team objectives and demands.</p> <p>The training and development requirements and related support needs were agreed with the team and the individuals.</p> <p>Training and development options that meet team, individual and organisational requirements were assessed and selected.</p> <p>The team training and development plan was produced in accordance with organisational policy and procedures.</p> <p>The training and development plan included the following information:</p> <ul style="list-style-type: none"> • Training objectives • Training options • Resources and constraints • Timeframes • Post-training follow up evaluation processes <p>Completed Verification Form indicates the learner met the performance standards required.</p> <p>Attached evidence was sufficient and relevant.</p>

Task / Element	Evidence required	Judgement
<p><i>Task 2 / Elements 2.2 and 2.3</i></p> <p>This task requires the learner to organise training and development activities for a specified workplace team.</p>	<p>The approved verifier completed verification Form.</p> <p>The learner provided relevant documents, notes and other material as evidence eg. enrolment forms, record of attendance.</p> <p>Record of discussion between learner and assessor, if needed.</p>	<p>The selected training and development activities were implemented according to the Training and Development Plan.</p> <p>Support and assistance was provided to the team and individual team members through the training and development process as agreed</p> <p>Completed Verification Form indicates the learner met the performance standards required.</p> <p>Attached evidence was sufficient and relevant.</p>
<p><i>Task 3 / Element 3</i></p> <p>This task requires the learner to evaluate the effectiveness of the training and development activities.</p>	<p>The approved verifier completed verification Form.</p> <p>The learner provided relevant documents, notes and other material as evidence, eg evaluation report, trainee evaluation forms etc.</p> <p>Record of discussion between learner and assessor, if needed.</p>	<p>Post-training follow up was provided according to the Training and Development Plan.</p> <p>Training and development activities were evaluated and analysed in relation to meeting work team objectives and demands.</p> <p>The evaluation included the following information:</p> <ul style="list-style-type: none"> • Trainee evaluations of the training and development provided. • Feedback from the trainer, coach and/or mentor. • Observed changes in knowledge, skills and/or behaviour of the team and team individuals in the workplace. <p>Feedback was provided to the team and individuals on the results of the evaluation and analysis of the training and development activities.</p> <p>The training and development plans and activities for the team were reviewed, and amended if needed,</p>

		<p>against the evaluation findings.</p> <p>Completed Verification Form indicates the learner met the performance standards required.</p> <p>Attached evidence was sufficient and relevant.</p>
--	--	--