

Learning Assessment Guide

Unit Standard 25464 – Version 1

Manage processes to enhance employee learning and development

Level 6 – 10 Credits

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

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

- Develop a workplace strategy for managing delivery processes for learning and development for individuals and teams.
- Promote a supportive environment for workplace learning and development.
- Manage the processes for determining workplace learning and development needs.
- Monitor the implementation of the delivery processes for learning and development plans.
- Facilitate feedback from team members of effectiveness of workplace learning and development processes implemented.
- Evaluate feedback on effectiveness of workplace learning and development outcomes.

This Learning Assessment Guide is made up of:

- Tasks for you to complete.
- Manager Verification form, Staff Individual Verification form and Staff Team Leader Verification Form.
- Assessment Guide that the assessor will use to assess your competence.

Special notes relating to this unit standard:

- This unit standard is designed for managers who have managers or team leaders reporting to them.
- Legislation to be considered includes Employment Relations Act 2000, Health and Safety in Employment Act 1992, Privacy Act 1993 and any other relevant legislation.
- *Organisation*. This refers to any business entity which can be profit or non-profit, a business unit or an iwi. The business entity can be in the private, public or voluntary sector.
- The assessment will take place using evidence gained from performance in the workplace.

Assessment Task One – Elements 1, 2 and 3

Introduction

The purpose of this task is to assess your ability to:

- Manage the processes for determining workplace learning and development needs.
- Develop a workplace strategy for managing delivery processes for learning and development for individuals and teams.
- Promote a supportive environment for workplace learning and development.

Instructions

Please choose two learning and development situations that have taken place within the past 12 months or are about to take place for this assessment. One situation must refer to an individual staff member, the other must refer to a team. When working through this assessment refer back to these situations. Your assessor must be able to contact those involved.

This is a level 6 assessment so the following questions must be answered in depth.

Part One

Consider the processes in your organisation with regards to determining training and development needs. Obtain copies of any documented processes and procedures and forward these to your assessor.

Show evidence of having managed these processes for an individual and a team, such as performance reviews, training needs assessments etc. Give your assessor any documentation supporting this. Remember to respect staff confidentiality.

Now answer the following questions. These can be answered verbally or in writing on the question sheet. If you need more paper, please ensure you name each page and give reference to the task and question you are answering.

Question One

The processes for determining training needs should include identifying the requirements of your organisation. This in turn should allow for individual and team performance requirements to be established. Describe how the procedures in your organisation allow for this.

Question Two

How do you consult with individuals and teams to determine training needs?

Part B

Develop or provide evidence of having developed a strategy or set of strategies to be used in your workplace for **managing the delivery** of learning and development for

- individual staff members
- teams.

Examples of strategies include:

- Formal written plans such as training plans.
- Induction procedures.
- Key Performance Indicators such as those used in performance reviews and job descriptions which are then incorporated into training.
- Policies and procedures
- Methods of monitoring performance, learning and development.

You may wish to use a combination of strategies to achieve the best outcomes.

The strategies must include:

- Training and development plans.
- How the development or training will be implemented.
- How it will be monitored and reviewed.
- The benefits for the individuals and team performance.

Now answer the following questions, either verbally or in writing.

Question One

How does your strategy ensure training or development plans align with the requirements of the business and availability of resources?

Question Two

How do the methods used for delivery ensure the employee and team members have a clear understanding of what they must achieve to meet the required outcomes?

Part C

It is important to ensure that the workplace is a supportive environment, especially when learning is taking place. Consider what is involved in achieving this and answer the following questions after discussion with the individuals and teams involved. Questions can be answered verbally or in writing.

Question One

What factors contribute to creating a situation that is supportive to learning for both the individual and the team?

Question Two

How do you encourage individuals and teams to identify their development requirements and to take responsibility for their own learning?

Question Three

Give an example of having identified and evaluated cultural and other special requirements, and describe how you have supported these to ensure the impact on the learning environment is positive.

Assessment Task Two – Element 4

Introduction

The purpose of this task is to assess your ability to monitor the implementation of the delivery processes for learning and development plans.

Instructions

For this task you must again refer to two plans, one for a specific individual employee and one from a team. You must monitor or show evidence of having monitored the delivery process to ensure requirements are met. Try to choose at least one occasion where issues with delivery required remedial action and changes needed to be made.

Provide your assessor with copies of the plans and answer the following questions. This is a level 6 assessment so the following questions must be answered in depth.

Question One

How did you monitor the learning activities?

Question Two

How did you ensure the activities were meeting learner and organisational requirements?

Question Three

What, if any, remedial action was taken?

Question Four

How were changes communicated to those concerned?

Assessment Task Three – Elements 5 and 6

Introduction

The purpose of this task is to assess your ability to:

- Facilitate feedback from team members on effectiveness of workplace learning and development processes implemented.
- Evaluate feedback on effectiveness of workplace learning and development outcomes.

Instructions

Meet with the individual and team learners and gain feedback on the effectiveness of the delivery of learning covered in Task Two. The method that you use to gain the feedback is up to you and your organisation and staff requirements, however you must ensure that participants are encouraged to provide factual and concise feedback in an appropriate situation and manner. You may show evidence of having previously facilitated and evaluated feedback.

When you have collated the feedback, evaluate both feedback, the effectiveness of the activities and the learning plans themselves against the criteria of the requirements of the learners and the organisation. Does the learner's performance now meet required outcomes?

Decide whether any action is required to improve the delivery processes for future learning situations.

Detail your evaluation in writing including action to be taken. Provide this as evidence to your assessor.

Assessment Task Four – All Elements

Introduction

The purpose of this task is to assess your ability to:

- Develop a workplace strategy for managing delivery processes for learning and development for individuals and teams.
- Promote a supportive environment for workplace learning and development.
- Manage the processes for determining workplace learning and development needs.
- Monitor the implementation of the delivery processes for learning and development plans.
- Facilitate feedback from team members of effectiveness of workplace learning and development processes implemented.
- Evaluate feedback on effectiveness of workplace learning and development outcomes.

Instructions

Ask your manager to complete the attached Manager Verification Form. Two staff members that you have put through the organisations training and development process must also complete a Verification Form.

Manager Verification Form

Name of Learner:		
Name of Verifier:		Phone:
Relationship to Learner:		

_____ is currently being assessed toward Unit Standard 25464 Manage processes to enhance employee learning and development.

The learner must:

- Manage the organisation's processes for identifying training and development needs. Yes / No
- Develop learning strategies and training plans that align with the resources and other requirements of the organisation. Yes / No
- Successfully monitor learning activities to ensure requirements of all parties are met. Yes / No
- Take remedial action where delivery process does not meet the learner's needs. Yes / No
- Communicate any changes to the learning process promptly and within organisational requirements. Yes / No

Gain feedback in a manner appropriate to all stakeholders. Yes / No

Detail any future action resulting from feedback in accordance with the procedures of the organisation. Yes / No

Your signature overleaf confirms that the above tasks were completed in accordance with the requirements of your organisation.

Please note any additional relevant information in the following Comments section .
/cont

Comments

The assessor may contact you to discuss the learner's performance.

Signed: _____

Date: _____

Thank you for your assistance.

Staff Member Verification Form***Individual***

Name of Learner:		
Name of Verifier:		Phone:
Relationship to Learner:		

_____ is currently being assessed toward Unit Standard
25464 Manage processes to enhance employee learning and development.

Please consider your experiences when undergoing training and development in your workplace under the management of the learner. Please answer honestly and in full. Your identity will be kept confidential if required.

Were you consulted as to your options for training and development?

Yes/No

Did you and the learner discuss and agree on what factors contribute to a supportive learning environment within your workplace?

Yes / No

Are you encouraged to identify your own development needs and to take responsibility for your own learning?

Yes / No

If the delivery process did not meet your needs, did the learner take prompt remedial action?

Yes / No

Did the learner obtain feedback for you in a time, place and manner that was appropriate to your needs?

Yes / No

Did the learner give you an opportunity to comment on the effectiveness of the learning programme?

Yes / No

Comments

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Signed: _____

Date: _____

Staff Member Verification Form

Team Leader or senior team member

Name of Learner:		
Name of Verifier:		Phone:
Relationship to Learner:		

_____ is currently being assessed toward Unit Standard 25464 Manage processes to enhance employee learning and development.

Please consider your experiences when your team was undergoing training and development in your workplace under the management of the learner. Please answer honestly and in full. Your identity will be kept confidential if required.

Was your team consulted about their options for training and development? Yes/No

Did your team and the learner discuss and agree on what factors contribute to a supportive learning environment within your workplace? Yes / No

Is the team encouraged to identify their own development needs and to take responsibility for their own learning? Yes / No

If the delivery process did not meet the needs of the team, did the learner take prompt remedial action? Yes / No

Did the learner obtain feedback from the team in a time, place and manner that was appropriate to their needs? Yes / No

Did the learner give the team an opportunity to comment on the effectiveness of the learning programme? Yes / No

Comments

Signed: _____

Date: _____

Assessment Guide

This is the assessment guide your assessor will use to assess your competence in unit standard 25464.

Element	Task	Evidence required	Judgement
<p><u>Element One</u> Develop a workplace strategy for managing delivery processes for learning and development for individuals and teams.</p>	One Part B	<p>Learner provides copies of policies and procedures, staff development strategies and learning plans.</p> <p>Learner answers questions concerning:</p> <ul style="list-style-type: none"> • Their strategy's alignment with the requirements of the business and resources. • How staff gain a clear understanding of what they must achieve. 	<p>Learner develops a workable strategy(ies)for individuals and teams that ensure learning and development plans align with the requirements of both resources and the business.</p> <p>Staff are clear about what they must achieve to meet the objectives.</p> <p>Implementation, monitoring and review methods are specified in the strategies, and the benefits for participants are identified.</p>
	Four	<p>Learner provides signed copy of Manager Verification Form.</p>	<p>Verification Forms confirm that the strategies align resourcing and the organisation's requirements.</p>
<p><u>Element Two</u> Promote a supportive environment for workplace learning and development.</p>	One Part C	<p>Learner answers questions concerning:</p> <ul style="list-style-type: none"> • Factors that contribute to a supportive learning environment. • How learner encourages individuals and teams to identify their own development requirements? • Examples of having incorporated cultural and other special requirements into training. 	<p>Learner identifies factors that assist in creating a supportive learning environment, after consultation with staff.</p> <p>Learner encourages staff to take responsibility for their own learning and to identify learning needs.</p> <p>Learner identifies cultural requirements and other special requirements such as diet, special needs etc, and evaluates these and integrates them into the training.</p>

Element	Task	Evidence required	Judgement
	Four	Individual and Team Leader Staff Verification Forms completed.	Verification Forms confirm tasks performed satisfactorily.
<u>Element Three</u> Manage the processes for determining workplace learning and development.	One Part A	<p>Learner provides copies of relevant organisation policies and procedures or other documented processes.</p> <p>Copies of needs assessments, training plans etc.</p> <p>Learner answers questions regarding:</p> <ul style="list-style-type: none"> • How the processes identify the requirements of the organisation and therefore are used to determine training requirements. • How processes ensure consultation with participants take place. 	<p>Learner successfully manages the processes for determining the learning needs of individual staff members and teams.</p> <p>The learner uses the processes to identify the requirements of the business, thus determining the upskilling required.</p> <p>Learner follows the processes with regards to consultation with participants.</p>
	Four	Manager Verification Form and Staff Verification forms.	Verification forms confirm tasks completed successfully.
<u>Element Four</u> Monitor the implementation of the delivery processes for learning and development plans.	Two	<p>Two learning plans – one for an individual staff member and one for a team.</p> <p>Answers to questions concerning how activities were monitored and checked for compliance, and how remedial action was taken and changes communicated.</p>	<p>Learner's monitoring of the delivery process enables them to determine whether requirements are being met.</p> <p>Remedial action is taken where necessary and any changes communicated to those concerned on time and within organisational requirements.</p>

Element	Task	Evidence required	Judgement
	Four	Manager Verification Form and Staff Verification Forms.	Verification forms confirm tasks completed successfully.
<p><u>Element Five</u> Facilitate feedback from team members on effectiveness of workplace learning and development processes implemented.</p>	Three	Copies of feedback from participants.	<p>Staff feedback is factual and concise.</p> <p>Time place and manner in which feedback gained is appropriate to participants and other stakeholders. Consideration is given to diversity, and cultural differences.</p> <p>Feedback includes an opportunity for participants to comment on the effectiveness of the training and development process.</p> <p>Action to be taken as a result of feedback is timely, specific, accurate and in line with the procedures of the business.</p>
	Four	Manager Verification Form and Staff Verification Forms	Verification forms confirm tasks completed successfully.
<p><u>Element Six</u> Evaluate feedback in effectiveness of workplace learning and development outcomes.</p>	Three	<p>Written evaluation of:</p> <ul style="list-style-type: none"> • Learning and development plans. • Learning and development activities. 	<p>Plans are correctly evaluated as to whether they meet business and resources requirements.</p> <p>Learning and development activities are correctly evaluated as to whether performance outcomes were met.</p>