

Unit 302 Evaluate and improve own performance in a business environment

Level: 3

Credit value: 3

NDAQ number: F/601/2520

Unit aim

This unit is about evaluating and improving your own performance in the workplace.

Learning outcomes

There are **three** learning outcomes to this unit.

The learner will:

- 1 Understand how to evaluate and improve own performance
- 2 Be able to evaluate and improve own performance using feedback from others
- 3 Be able to use evaluation of own performance to agree, develop and use a learning plan

Guided learning hours

It is recommended that 22 hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national occupational standards

This unit directly relates to the Business and Administration NOS BAA626.

Support of the unit by a sector or other appropriate body

This unit has been developed by the Council for Administration.

Assessment

This unit will be assessed by portfolio of evidence, as specified in the Council for Administration Assessment Strategy 2009.

Unit 302 Evaluate and improve own performance in a business environment

Outcome 1: Understand how to evaluate and improve own performance

Assessment Criteria

The learner can:

- 1.1 Explain the purpose and benefits of continuously improving own performance in a business environment
- 1.2 Explain the purpose and value of encouraging and accepting feedback from others
- 1.3 Describe ways of evaluating own work
- 1.4 Explain the purpose and benefits of trying out possible improvements to own work
- 1.5 Evaluate how learning and development can improve own work, benefit organisations, and further own career
- 1.6 Compare possible career progression routes

- 1.7 Describe possible development opportunities
- 1.8 Justify the value of developing a learning plan

Outcome 2: Be able to evaluate and improve own performance using feedback from others

Assessment Criteria

The learner can:

- 2.1 Encourage and accept feedback from other people
- 2.2 Evaluate own work and use feedback from others to identify areas for improvement
- 2.3 Identify changes in ways of working needed to improve work performance

- 2.4 Complete work tasks using changed ways of working
- 2.5 Evaluate work completed and changed ways of working for improvements and effectiveness

Outcome 3: Be able to use evaluation of own performance to agree, develop and use a learning plan

Assessment Criteria

The learner can:

- 3.1 Evaluate own performance and identify where further learning and development will improve own work
- 3.2 Agree and develop a learning plan to improve own work performance, that meets own needs

- 3.3 Follow a learning plan for improvement to own work
- 3.4 Review progress against learning plan and make updates for improving own work and further learning