

Unit 227

Buddy a colleague to develop their skills

UAN:	M/506/1895
Level:	2
Credit value:	3
GLH:	19
Relationship to NOS:	This unit is linked to the Business & Administration (2013) National Occupational Standards: <ul style="list-style-type: none">• CFACSD5249 Buddy a colleague to develop their customer service skills.
Assessment requirements specified by a sector or regulatory body:	All Assessment Criteria must be met and assessed in line with Skills CFA Assessment Strategy.
Aim:	This unit aims to develop the knowledge and skills required to buddy a colleague to develop their skills. Upon completion of this unit, learners will be able to develop a plan to buddy a colleague and then put that plan into action by supporting a buddy colleague in carrying out work activities.

Learning outcome
The learner will: 1. Understand how to buddy a colleague.
Assessment criteria
The learner can: 1.1 describe what is expected of a buddy 1.2 explain techniques to give positive feedback and constructive criticism 1.3 explain techniques to establish rapport with a buddy.

Assessment Guidance
Buddy: The role may be to show a new member of staff where different departments are within the building, how to complete certain regular tasks etc.
Feedback: eg <ul style="list-style-type: none">• information specific

- issue focused
- based on observations
- 'sandwich' strategy ie positive/negative/positive
- person to person
- timely

Techniques:

- be approachable
- look for things you have in common
- hone your listening skills
- develop active listening
- have empathy
- reflect and clarify
- use open body language

Evidence may be supplied by:

- report
- professional discussion
- questioning

Learning outcome

The learner will:

2. Be able to plan to buddy a colleague.

Assessment criteria

The learner can:

- 2.1 agree which aspects of a colleague's work may benefit from buddying
- 2.2 confirm organisational requirements for:
 - a. standards of behaviour
 - b. presentation
 - c. communication
 - d. performance

of a buddy colleague

- 2.3 agree a schedule of meetings that minimise disruption to business
- 2.4 agree:
 - a. specific
 - b. measurable
 - c. achievable
 - d. realistic
 - e. time-bound

(SMART) buddying objectives.

Assessment Guidance

Evidence may be supplied by:

- observation
- witness testimony
- professional discussion
- reflective account

Learning outcome

The learner will:

3. Be able to support a buddy colleague carrying out work activities.

Assessment criteria

The learner can:

- 3.1 remain unobtrusive while a buddy colleague carries out their work activities
- 3.2 provide examples of how to carry out tasks correctly
- 3.3 identify instances of good practice and areas for improvement through observation
- 3.4 praise a buddy colleague on well completed tasks
- 3.5 give constructive feedback on ways in which a buddy could improve performance
- 3.6 offer a buddy hints and tips based on personal experience.

Assessment Guidance

Evidence may be supplied by:

- observation
- witness testimony
- professional discussion
- reflective account.