

Professional Recognition Awards



Standards

1. Commitment to Professional Standards
2. Communication and Information Management
3. Leadership
4. Professional Development
5. Working with Others
6. Managing Customer Relationships

Routes

Level 4 (9200-01) (Licentiatehip)	Level 5 (9200-02) (Affiliatehip)	Level 6 (9200-03) (Graduatehip)	Level 7 (9200-04) (Membership)
Transpersonal Arts Counsellor	Transpersonal Arts Counsellor	Transpersonal Arts Counsellor	Transpersonal Arts Counsellor
Leadership and Management	Leadership and Management	Leadership and Management	Leadership and Management
Personal and Professional Skills Development	Personal and Professional Skills Development	Personal and Professional Skills Development	Personal and Professional Skills Development
Learning and Development	Learning and Development	Engineering Management	Engineering Management
Engineering	Engineering	Engineering	
Business Studies	Business Studies	Construction Engineering	
Information Technology	Security & Risk Management Consultants	Civil Engineering	
Counter Terrorism Security Management			

1. Commitment to Professional Standards

Level 4: Licentiateship

- 1.1 Apply professional standards to own working practice
- 1.2 Support others to comply with professional standards
- 1.3 Identify and manage the risks and issues of non-compliance in own area of responsibility
- 1.4 Manage a situation where professional standards may have been breached
- 1.5 Complete documentation and/or reports relevant to professional standards

Level 5: Affiliateship

- 1.1 Monitor compliance of self and others with professional standards and propose areas for improvement
- 1.2 Develop and implement measures for reducing the risk of non compliance of professional standards within own area of responsibility
- 1.3 Make informed judgments to manage a situation where there may have been a breach of professional standards
- 1.4 Develop strategies that promote relevant professional standards in own area of responsibility which fosters a culture of continuous improvement

Level 6: Graduateship

- 1.1 Take responsibility for promoting, monitoring and maintaining compliance of self and others with professional standards
- 1.2 Assess complex information and evidence to inform risk management
- 1.3 Evaluate, make judgments and select the necessary actions to take when issues of non compliance with professional standards occur

Level 7: Membership

- 1.1 Use research to assess the extent to which professional standards are implemented in the organisation or own area of responsibility, making informed judgments on findings and taking the appropriate action
- 1.2 Establish an environment and culture that assures and promotes compliance with professional standards
- 1.3 Take responsibility for action when there are issues of non-compliance with professional standards and reflect on the outcomes to foster a culture of continuous improvement

2. Communication and Information Management

Level 4: Licentiateship

- 2.1 Respond to the needs of a target audience by communicating in a form and manner which is appropriate to the task
- 2.2 Manage barriers to communication constructively
- 2.3 Apply relevant legislation, organisational policies and procedures when communicating with others
- 2.4 Manage information in line with relevant legislation, organisational policies and procedures

Level 5: Affiliateship

- 2.1 Respond to the needs of a target audience by implementing an effective communication strategy
- 2.2 Evaluate relevant complex information, draw conclusions and communicate findings to others in a manner that is consistent with relevant legislation, policies and procedures
- 2.3 Manage barriers to effective communication constructively, recognising and taking action to resolve personal and (where appropriate) team conflict
- 2.4 Analyse the way information is recorded, shared and stored and make recommendations for improvement

Level 6: Graduateship

- 2.1 Use informed judgment and understanding of different perspectives and contextual factors to establish, lead and maintain communication with people regarding complex matters
- 2.2 Use informed judgment to constructively manage barriers to effective communication and respond in a considered way
- 2.3 Critically appraise the way information is communicated, recorded, shared and stored by self and others in line with relevant legislation, policies and procedures and make recommendations for improvement

Level 7: Membership

- 2.1 Represent the organisation to communicate on matters of importance and sensitivity
- 2.2 Critically appraise communication styles, channels and media to develop a communication strategy for the organisation or area of responsibility which is consistent with legislation, policies and procedures
- 2.3 Evaluate and where appropriate, establish robust methods and systems for managing information in line with organisational and legislative requirements

3. Leadership

Level 4: Licentiateship

- 3.1 Display appropriate leadership skills in own area of responsibility
- 3.2 Lead others by example in meeting own performance targets, promoting good practice, innovation, and working within the remit of their role
- 3.3 Plan for the achievement of goals by identifying and managing barriers to success
- 3.4 Identify and manage resources to meet outcomes
- 3.5 Manage a project or task to achieve set outcomes in a timely manner

Level 5: Affiliateship

- 3.1 Demonstrate clear, positive and motivational leadership skills
- 3.2 Anticipate, plan and lead change in own area of responsibility
- 3.3 Develop performance targets for self and others based on the needs of the organisation, knowledge of resource requirements and operational capacity
- 3.4 Consistently meet challenging outcomes by managing resources in a timely manner
- 3.5 Develop ideas to promote best practice and continuous improvement

Level 6: Graduateship

- 3.1 Take responsibility for achieving organisational objectives through clear and focussed leadership
- 3.2 Manage a programme of substantial change or development
- 3.3 Take responsibility for identifying and managing resources to meet organisational objectives
- 3.4 Promote innovation and generate ideas for improvement which are compatible with organisational values

Level 7: Membership

- 3.1 Promote and champion the organisation's values and objectives and take responsibility for their realisation through strong leadership
- 3.2 Articulate a vision for the future of the organisation or own area of responsibility
- 3.3 Display an in depth understanding of resources in their own area of responsibility and manage these to meet organisational objectives
- 3.4 Take responsibility for leading the organisation or own area of responsibility through complex change

4. Professional Development

Level 4: Licentiate

- 4.1 Analyse own performance and identify areas for improvement
- 4.2 Develop a plan to improve own knowledge and skills
- 4.3 Access opportunities for professional development
- 4.4 Evaluate the effectiveness of professional development undertaken
- 4.5 Maintain a record of professional development

Level 5: Affiliate

- 4.1 Evaluate own performance to develop a plan to address own development needs
- 4.2 Take responsibility for identifying and accessing learning opportunities to meet development needs
- 4.3 Evaluate the impact of professional development undertaken

Level 6: Graduate

- 4.1 Critically evaluate own performance to assess competency to meet current and emerging work demands
- 4.2 Use research to prepare a plan to meet personal and organisational objectives
- 4.3 Evaluate the impact of professional development on self and the organisation

Level 7: Member

- 4.1 Critically appraise own ability to lead the organisation or own area of responsibility and identify areas for on going professional development
- 4.2 Use informed judgments to critically evaluate the impact of professional development undertaken by self and others in supporting strategic objectives
- 4.3 Champion professional development within the organisation or own area of responsibility which will enable personal, professional and organisational goals to be met

5. Working with Others

Level 4: Licentiateship

- 5.1 Constructively work with others to achieve set goals
- 5.2 Give explicit encouragement, share expertise and motivate others within the work environment
- 5.3 Develop effective interpersonal skills to overcome conflict or differences in opinion which may impact on working relationships

Level 5: Affiliateship

- 5.1 Set direction, gain commitment and inspire others to work together to achieve challenging outcomes
- 5.2 Actively contribute to the development of others by offering own expertise and guidance to enable them to realise their goals
- 5.3 Evaluate different perspectives and make judgments to address complex problems which may occur when working with others

Level 6: Graduateship

- 5.1 Create a culture of mutual support and cohesion when working with others
- 5.2 Respond to the organisations or project needs by taking responsibility for motivating, delegating and empowering others to achieve challenging outcomes
- 5.3 Make informed judgments on the effectiveness of collaborative work within organisation or own area of responsibility to determine how improvements may be made

Level 7: Membership

- 5.1 Critically evaluate the effectiveness of team work and organisational partnerships and agree objectives for improvement
- 5.2 Establish clarity of direction and parameters for others within the organisation
- 5.3 Establish a culture of mutual support and cohesion which values the contribution of others and recognises success
- 5.4 Use evidence based judgment to address performance issues and establish an environment which fosters continuous improvement

6. Managing Customer Relationships

Level 4: Licentiateship

- 6.1 Assess who the customer is and what the customer expects
- 6.2 Develop and maintain good customer relationships
- 6.3 Collect and analyse information to measure customer satisfaction
- 6.4 Identify and manage the implementation of improvements to customer service
- 6.5 Manage customer complaints within own area of responsibility and in line with organisational and legal guidelines

6. Managing Customer Participation and expectation

Level 5: Affiliateship

- 6.1 Determine a benchmark for customer service based on customer expectation, operational capacity and organisational objectives
- 6.2 Evaluate the levels of customer satisfaction in own area of responsibility and implement a strategy to improve customer service
- 6.3 Develop and maintain good customer relationships and take action to resolve complaints in line with organisational and legal guidelines

Level 6: Graduateship

- 6.1 Use research to develop and implement standards for customer service in own area of responsibility
- 6.2 Develop and implement appropriate methods to assess customer satisfaction
- 6.3 Evaluate customer feedback to inform service level improvements and shape future developments within the organisation or own level of responsibility
- 6.4 Act decisively to manage customer complaints or changes in levels of customer satisfaction
- 6.5 Establish a customer focussed ethos in area of responsibility by responding to the needs of actual and potential customers

6. Managing Customer Expectation

Level 7: Membership

- 6.1 Establish a strategy for putting the customer at the centre of the organisation or own area of responsibility
- 6.2 Establish robust standards for customer service
- 6.3 Establish a structure to respond to compliments and complaints in accord with organisational and legal guidelines which facilitates continual improvement
- 6.4 Evaluate levels of customer feedback to inform the future direction of the organisation or own area of responsibility