

Unit Title: Appraisals And Setting Targets
Unit Level: 1
Unit Credit Value: 3
GLH: 27
LASER Unit Code: CAL621
Ofqual Unit Code: D/600/9902

This unit has 5 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the purpose and process of appraisal.	1.1	Define the main purpose of appraisal.
		1.2	Outline the process of appraisal taking into account: (a) who takes part; (b) how often it takes place; (c) the preparation involved; (d) action planning; (e) review.
2.	Prepare for appraisal.	2.1	Outline the key points from appraisal preparation information.
		2.2	Identify how appraisal terminology relates to the context of own workplace, for example, dependability, volume of work, reliability.
		2.3	Identify items to aid discussion in appraisal session to ensure that: (a) positive things are raised first; (b) concerns and other issues have been identified.
		2.4	Confirm aspects of self-assessment with work colleagues and record findings.
3.	Use effective communication skills.	3.1	Demonstrate the use of positive and negative language including tone and pitch of voice.
		3.2	Define what is meant by body language/non-verbal communication and the role it plays in effective communication.
		3.3	Demonstrate examples of both positive and negative body language.
		3.4	Identify the possible effects the use of negative language may have upon an appraisal for the appraiser and the person being appraised.
		3.5	Use a range of communication skills in a one-to-one situation to express own point of view and respond to questions clearly and appropriately.
4.	Respond to criticism and praise.	4.1	Define constructive criticism and give examples.
		4.2	Identify the differences between inappropriate and appropriate ways to

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			express concerns and give examples.
		4.3	Demonstrate appropriate responses to criticism and praise in a one-to-one situation.
5.	Use the outcomes of appraisal to set personal targets.	5.1	Outline what is meant by a long term goal or aim and target setting.
		5.2	Define what is meant by a SMART target with an example from own or simulated appraisal.
		5.3	Identify a long term goal/aim with examples of short term (SMART) targets.

Assessment Guidance:
NA

Additional Information:
NA