

# Unit L20 - Support Competence Achieved in the Workplace

L20 provides an alternative for those who cannot undertake the A1 or A2 courses. This unit is appropriate for you if your role involves:

- Identifying opportunities to develop and assess competence in the workplace

## The activities you are likely to be involved in:

- Agreeing work patterns which give staff members opportunities to develop and show their competence
- Agreeing which aspects of competence can be assessed in the workplace
- Identifying opportunities for assessing competence in the workplace
- Watching staff members perform tasks in the workplace
- Asking questions to make sure staff members understand what they are doing and why
- Giving staff members guidance and feedback on their performance and identifying any training or development they need

## What the unit covers:

- Assessing performance in the workplace against agreed standards
- Giving staff members support in the workplace and feedback on their performance

## Preferred methods of assessment for this unit:

Evidence will be assessed using one or more of the following assessment methods:

- Observation
- Examination of evidence
- Questioning



For example, your record of how you support staff members in the workplace and assess their competence takes the form of an observation and your assessor may ask some questions about your observation.

## How Long is The Course?

The initial induction phase is two days of classroom-based tuition. This is followed by your workplace assessments. The time frame for completion of the course is largely down to the candidate – but the minimum time would be ten weeks. The induction is run alongside the A1/A2 course because the input is the same.

## How Much Does it Cost?

The cost of the course is £595 + vat – this covers tea/coffee, certification and all associated instructor costs.

We can also run this course at your venue for a total cost of £3200 + vat for up to six delegates. Additional delegates - to a maximum of 12 - would be charged at £450 + vat each.

This can be reduced in certain situations - please call us to discuss your training needs.