

Programme	Duration Days / Hrs
BTEC Professional Award in Performance Management	Option A: 10 consecutive days of classroom based work (full time) with 14 weeks of follow up coaching and assessments Option B: 14 consecutive weeks (including one four-hour classroom session per week) of on-site coaching and assessments

Synopsis

Learners will develop the management skills, knowledge and understanding needed to be able to plan and manage continuous performance improvement in their respective roles in an operational environment. Their performance will be assessed against the EDEXCEL BTEC Level 4 Professional Award in Performance Management. The outcomes of this programme are aligned to several unit standards ranging across 3 levels (levels 4, 5 and 6) on the National Qualifications Framework (NQF).

The programme adopts an end-to-end view of skill and competency development related directly to performance. Users of the programme have the recommended option of using a software-based solution, Skills Manager, in which learner profiles, learning content, competency records and performance are recorded and used to manage personal development and operational performance. This solution, which can operate as a stand-alone solution (web-based) or integrated (with Work Force Management, HR, and business systems) is developed by Silver Lining Solutions (UK) and supported locally by Intellecta.

Outcomes

At the end of the programme Learners will be able to:

- Measure and Analyse customer service levels
- Analyse and interpret contact centre reports and statistical data
- Apply business performance management practices
- Monitor and maintain quality within Contact Centres
- Monitor operations in Contact Centres
- Analyse and communicate workplace data
- Identify and interpret Best Practice guidelines, and plan for and implement Best Practice within the team, department or division
- Present an informed argument on a current issue in a business sector

- Monitor and maintain performance standards in a Contact Centre
- Identify internal and external stakeholders
- Explain fundamentals of project management

Who should attend?

This programme is intended to develop the skills, knowledge and understanding of Team Leaders in front line and back office roles and specialists in key support roles such as: quality assurance; work force management; and management information.

Minimum and Maximum number of Learners

The programme is intended to cater for groups of no less than four learners and no more than sixteen learners.

Pre Course Requirements

Learners will be required to attend an assessment workshop (one day in duration) during which they will participate in various exercises, using case studies, to assess their potential and their suitability for the programme.

Learners will also be required to write a knowledge assessment (on-line) addressing content relating to all the learning modules.

Assessments and Portfolio of Evidence

The Assessment Activities, including evidence to be collected in the Assessment, are contained in the following:

- Pre-Assessment Questionnaire
 - i. The Pre-Assessment Questionnaire assesses the pre-knowledge of the learner. There are Model Answers to which marks have been allocated.
- Assignments
 - i. The learner is required to submit an Assignment for each module. Marks are allocated for the submission of each Assignment as well as the quality i.e. each assignment has been clearly understood and competence has been achieved.
- Questionnaires
 - i. Questionnaires must be completed for each module. Each question on the questionnaires has an individual mark allocation.
 - ii. The mark allocated to the assignments together with the mark allocated to the Questionnaires will make up fifty percent (50 %) of the learner's final assessment.
- PowerPoint Presentation
 - i. The learner is required to develop a PowerPoint presentation addressing their role, value contribution , performance, operational issues and root causes, practical solutions, and a comprehensive improvement action plan. Criteria for assessment have been based on the specific outcomes relating to the previously mentioned unit standards.
 - ii. A sliding scale of 0, 1, 2, 3 or 0, 2, 4, 6 is used where the ratings: Not yet Competent, Fair, Competent, Exceptional are indicated. The final mark for this assessment makes up fifty percent (50 %) of the learner's total assessment for the programme.
- Portfolio of Evidence
 - i. The learner is given a checklist of evidence that needs to be produced and handed in as part of a Portfolio of Evidence
- Performance – assessed relative to contracted performance goals and objectives.

- i. All learners in front or back office roles must demonstrate performance improvement in at least 33% of their contracted measures (KPIs) – this is a compulsory requirement in order to be assessed as competent
- ii. Performance is base-lined at the outset of the course and monitored using spreadsheets, Skills Manager, and client performance management systems.

Paladin Consulting will maintain the portfolio of evidence for each Learner for a period of 12 months after the course. This portfolio can be transferred to the Learner's employer upon request.

Feedback

Feedback is given in the form of verbal feedback, e-mail communication and on the job coaching. Feedback is usually given after submission of assessment activities. Where Skills Manager is used, feedback is captured and recorded in the system.

General feedback is given to the client during weekly status meetings. Final feedback is given to the client, at the conclusion of the programme, in the form of e-mail communication. For learners deemed "not yet competent"; the assessor and the client will agree on an action plan for learner support and the collection of further evidence to support competence.

Ongoing coaching / tutoring can be provided, at the request of the Learners (duly authorised by their employers). This can take the form of: coaching via email correspondence; sharing of relevant business management materials via the web; coaching over the phone; and face-to-face coaching.

Should ongoing coaching be requested, learners will be required to register for e-coaching through select channels (internet, phone), where-after a suitable e-coaching programme will be structured to meet their specific needs. E-Coaches will provide ongoing feedback to the Learners and their employees in order to ensure that they are applying the skills and knowledge they acquired during the training programme and to ensure that the ongoing coaching is effective.

Costs

The costs are typically structured as follows:

- Assessment and customization of learning materials
- Training delivery
- Coaching
- Accreditation
- Skills Manager

The assessment and customization of learning materials (which becomes yours to use after the first phase of training) is based on time and materials and depends on the scope of implementation.

- A full customization of the (branded) learning environment could cost between R150, 000 and R300, 000. However the use of our generic learning environment (Paladin Branded) would cost only R25, 000.
- Training delivery costs R6, 000 per learner.

- Coaching costs approximately R9, 000 per learner for the 14 week course and R3, 000 per learner for the ten day course. These costs are, however, dependent on the number learners participating in the programme.
- Paladin Accreditation is included in the training delivery costs.
- Edexcel Accreditation costs GBP 180 per learner and is passed straight through to Edexcel.
- E-Coaching costs are variable and based on the elements of the e-Coaching programme (channels; coaching interventions; frequency; duration)
- Skills Manager costs vary based on the number of users but typically range between R150 and R250 per learner per month (excluding set-up costs)

Contacts

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