



## Setting Standards for Group Development

Selecting a standard against which an individual or group can be developed will allow them to become effective more quickly. Appropriate choice of standard (whether NVQ based or professionally based) will ensure that all the needs of the job are covered and that external validation of individuals can facilitate a quality assured approach.

### Issues

- Difficult to prove that staff are competent
- Individual inconsistencies in the way that the job is tackled
- Lack of a standard that defines what staff need to be capable of
- No target to influence longer term development

### Benefits

- The right standard provides a clear development target
- Consistency of approach between groups & locations
- Staff fully effective in a shorter time
- External standard allows for validation
- Consistent with quality assured approach

## The product in action - a case study

### The Client

A leading business training specialist working for their client, an international biopharmaceutical company.

### The Need

To implement a set of credible and appropriate standards to facilitate the development of individuals and departmental teams.

### What we did

Carried out an analysis of each role and produced a view on the appropriate choice of standard (NVQ and Professional).

Annie Rogers facilitated a series of workshops (over a 6 week period) where both managers and external assessors (and in some cases awarding body representatives) sought to understand the implications and expected outcomes of use of the proposed standard for the particular role.

Chris Lloyd facilitated a series of workshops, fifteen in total, for team managers and their teams to understand the process of achieving competence.

**Consultant(s):** Annie Rogers , Chris Lloyd

### How the client benefited

The activity produced a series of individual development plans, calibrated against a suitable external standard, which could be easily put into action and progress monitored. The development plans were for existing and newly recruited staff, ensuring they could perform their role competently and consistently to the appropriate standard, and satisfy any external audits conducted by customers or regulatory bodies.

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