



L20 Award "Support Performance in the Workplace"

This award is aimed at staff who are interested in supporting colleagues to develop their work role and competence in line with National Occupational Standards. It is suitable for staff who do not wish to undertake the full assessor role, but would like to have their expertise recognised for example as an expert witness.

The duration of the course is 3 months and comprises two half-day workshops. The first workshop consists of an overview of QCF planning and observation and feedback skills and specific knowledge requirements. Course members will be asked to undertake specific work with their staff members in preparation for workshop two.

Workshop two is in two parts. The first part involves participants being observed working with a staff member by a Regis Assessor. The second part concentrates on putting together the L20 portfolio. Telephone contact will be made between each workshop to ascertain progress and give support as appropriate.

It is a prerequisite of the Awarding Body EDI (formerly LCCI awarding body) that staff wishing to undertake this award must have a minimum of one year's experience in the area they wish to observe.

It is also essential to have two staff members who they can observe in the workplace