

Competence 2

The ability to lead a team of Client Representatives and implement effective management skills

This meets the requirements of IMCA C/C02/000//04, 06 & 08

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| Candidate Name: | | Date: | |
| Activity Number (1,2, or 3): | | | |

Performance Criteria: all of these must be assessed over a minimum of 3 work activities

Type of Evidence: Observation (O), Work Product (P), Written (W), Questioning (Q), Not Covered (N/C) or Not Applicable (N/A)

| Performance Criteria | | Type of Evidence |
|----------------------|--|------------------|
| a) | Demonstrates the skills and aptitude commensurate with duties and responsibilities of a Senior Client Representative. Supplementary evidence: include any certificates of training in this field | |
| b) | Demonstrates the ability to undertake personnel assessments and appraisals fairly, reflecting individual strength and weaknesses. Supplementary evidence: include any certificates of training in this field | |
| c) | Demonstrates the ability to recommend training or personnel development schemes as appropriate | |
| d) | Demonstrates the ability to develop company assessment procedures and appraisal reporting schemes | |
| e) | Demonstrates effective human resource management and communication skills | |
| f) | Demonstrates the ability and diplomatic skills necessary to constructively discuss assessment reports with personnel | |
| g) | Demonstrates the ability to communicate effectively and efficiently through face-to-face, writing, radio and telephone | |
| h) | Demonstrates the ability to effectively liaise with client and company management, including reporting an accident/incident, conducting an interview, giving a presentation, or chairing a meeting | |
| i) | Demonstrates appropriate leadership skills by effective communication | |

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| Witness name: (If applicable in assessment plan) | | Date: | |
| Assessor name: | | Date: | |