

Competence 3 Underpinning Knowledge Questions

The ability to coach personnel, assess their skills and implement effective management techniques in the workplace
 This meets the requirements of IMCA

Refer to the performance criteria for this competence for guidance on the subjects for questions

Candidate Name:		Date:	
<i>N.B, The Assessor may ask the candidate for oral or written responses to questioning</i>			
Underpinning Knowledge Questions			Satisfactory Response?
1	What information would you include on a typical assessment plan prior to assessing a candidate's competence in the workplace?		
2	What important factors must you consider when judging evidence presented by a candidate for an assessment?		
3	What would you consider to be the important 'rules' of providing feedback to a candidate on completion of an assessment?		
4	What is a 'witness statement' and when would you use one to assess a candidate's competence?		
5	What techniques would you use to 'coach' a team member in a technical activity that forms part of a maintenance procedure? You may use examples		
6	What factors do you take into account when delegating activities to team members? You may use examples		
7	What attributes do you consider a candidate should possess to be an effective 'leader' in a team?		
8	What do you consider to be the key signs of stress displayed by individuals in a team? You may use examples		
9	How do you deal with conflict in a team? You may use examples		
10	Why is it important to be aware of different cultures in the workplace in order to ensure the team performs effectively?		
Feedback on answers received:			
Witness name: (If applicable in assessment plan)		Date:	
Assessor name:		Date:	