



Quest 4 – Managing the Team

Self-Assessment Preparation Form

Module Outcome
Staff are trained and qualified to deliver the standard of service promised to the customer.
Staff are kept up to date and are well informed of the organisation's objectives and performance.
The Organisation has policies and processes in place to support the well-being of its staff and customers.
The professional development of staff allows for the progression of individuals and the achievement of the organisation's objectives.

Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Mystery Visit			
Do the team appear to be well-managed and carry out their duties and activities in a professional manner?	<p>Team members have a positive approach to delivery standards.</p> <p>The consistency of delivery has a positive impact on customer behaviour.</p>		
Did the activity that you took part in feel safe and enjoyable? (If this was a coached or supervised session, please comment on the standard of coaching/supervision).	<p>The deliverer is proactive in explaining how the activity should be delivered by customers to adhere to guidance, whilst also making it fun and enjoyable.</p> <p>The supervision of the activity was of a very high standard, and all relevant NGB guidance was followed.</p>		





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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Plan			
How do you plan to communicate with your staff to ensure that they remain well-informed?	<p>Staff are involved in working groups and actively asked to contribute to strategy, policies, and procedures.</p> <p>Two-way communication systems are in place and management encourages team members to put forward ideas and give feedback.</p> <p>Monthly training updates and content are planned in advance. Product and price changes are communicated in advance with an explanation of the changes being made.</p> <p>Innovative technology is used to communicate with staff.</p>		



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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Plan			
<p>How do you plan to deliver training and development for your staff and volunteers?</p>	<p>Volunteers receive refresher training on an annual basis.</p> <p>There is evidence of a system which encourages volunteers to be upskilled and use their new qualifications to help increase activity levels.</p> <p>Staff and volunteer training requirements are reviewed on an annual basis. The review includes staff feedback, guidance and best practices from statutory organisations and governing bodies.</p> <p>There is an adequate resource planned to deliver a detailed staff training matrix in place for all job roles. There is a plan to deliver training in a blended method, combining online with face-to-face training.</p>		



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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Do			
<p>How do you ensure that staff are qualified to national industry standards?</p>	<p>There is a comprehensive job evaluation system in place that is reviewed regularly to ensure its adherence to industry standards.</p> <p>There are clear role-specific standards and requirements communicated to each member of staff linked to individual performance KPIs.</p> <p>There is a continual development programme in place in which the staff member is actively engaged in.</p> <p>Multiple methods are utilised to monitor staff members' performance and general suitability for their roles.</p>		





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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Do			
<p>Do you have an Equality, Diversity, and Inclusion Policy (EDI) on which staff and volunteers have been trained?</p>	<p>There is evidence of an annually reviewed EDI policy on which staff and volunteers are trained.</p> <p>Staff are asked for their feedback on EDI issues which feed into policy updates.</p> <p>Staff are invited to help deliver staff training and provide examples of their own experiences to colleagues to enhance understanding.</p> <p>The organisation aims to recruit from a diverse group of people into a wide range of roles and actively encourages progression to senior positions.</p> <p>The organisation supports specific and inclusive programmes which provide employment opportunities for people.</p> <p>All staff receive high-quality inclusion training regardless of role through a well-planned approach.</p>		





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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Do			
How do you ensure that the workforce is inclusive and representative of the local and served community?	<p>The organisation aims to recruit from a diverse group of people into a wide range of roles and actively encourages progression to senior positions.</p> <p>The organisation supports specific and inclusive programmes which provide employment opportunities for people.</p> <p>All staff receive high-quality inclusion training regardless of role through a well-planned approach.</p>		





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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Measurement, Monitoring and Review			
<p>How do you measure, monitor, and review the wellbeing and satisfaction levels of your staff and volunteers?</p>	<p>Staff and volunteer satisfaction surveys are completed on an annual basis, with their findings feeding into a live improvement plan.</p> <p>Employee retention figures are collated and reviewed on an annual basis.</p> <p>Staff absences are reviewed for trends across multiple departments and facilities.</p> <p>Feedback from 121 meetings is formally reviewed for trends in feedback or areas of improvement. Volunteer numbers are monitored to check for any issues with regard to retention and satisfaction.</p> <p>Net Promoter Scores (NPS) or Employee Satisfaction Index (ESI) scores are actively recorded and reviewed.</p>		



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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Measurement, Monitoring and Review			
<p>How do you measure, monitor and review the professional development and performance of your staff and volunteers?</p>	<p>Each member of staff has an individual training plan, which is kept up to date and monitored for completion against agreed targets.</p> <p>There is evidence that volunteers are met with on a regular basis to discuss their training and development.</p> <p>There is a dedicated resource identified who monitors the completion of both statutory and professional development training. Innovative monitoring software is in place to track performance.</p> <p>Feedback from staff about training and their professional development is actively monitored and fed into training plans.</p> <p>The pass and adherence rates of staff gaining new qualifications and attending training are reviewed monthly.</p> <p>Internal promotion and progression rates are monitored.</p> <p>Performance review schedules are in place and monitored for adherence to the plan.</p>		



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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Impact			
Can you demonstrate that leaders promote innovation, creativity, and enterprise and develop high morale? (a challenge for the staff and management)	<p>Leaders are good role models, provide vision and create a culture of continuous improvement and development.</p> <p>Leaders proactively recognise good work and acknowledge achievement and excellent work.</p> <p>The facility has a relentless continuous improvement process in place.</p> <p>The facility has a track record of low sickness levels.</p> <p>The positive impact and outcome of team engagement can be evidenced consistently over time using qualitative and quantitative data.</p>		