
Overview

This standard is for career development practitioners.

This standard is about measuring the impact of services and refining them using user-feedback and other information. It focuses on monitoring, evaluating and improving the service offer building on strengths and addressing areas for development.

Performance criteria

You must be able to:

1. act in ways that adhere to the ethical practice required within your organisation or profession
2. maintain confidentiality and security of individual information that meets relevant legal requirements and organisational policies
3. use monitoring and evaluation methods that will provide accurate and useful information and which are relevant to the target group
4. collect feedback internally and externally in ways that will encourage honest, open and constructive responses
5. analyse and interpret monitoring and evaluation information
6. collate and store information in ways that comply with relevant legislation and organisational requirements
7. monitor and evaluate service effectiveness and impact at times and intervals that will provide the most realistic results
8. report on and disseminate evaluation results
9. identify improvements or modifications to the service that are supported by evaluation findings and which will benefit the service
10. involve the relevant people in agreeing to or implementing improvements or modifications
11. agree clear goals and measurable outcomes for improvements or modifications

Knowledge and understanding

You need to know and understand:

1. legal, organisational and policy requirements relevant to your role and the activities being carried out
2. relevant ethical principles and codes of professional ethical practice and the consequences of not adhering to them
3. different sources of information on which to base monitoring and evaluation and their relative merits
4. the usefulness of feedback and involvement in the co-design of services
5. how to collect and interpret management data and feedback
6. how to differentiate between evaluation of quality and impact measurement
7. the range of methods that can be used to monitor and evaluate service effectiveness and measure service impact
8. which monitoring and evaluation methods to select to obtain the required information
9. continuous improvement processes
10. the impact of the service on specific client groups
11. how to interpret evaluation results to identify areas for service improvement
12. how to produce and disseminate evaluation results

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Relevant Occupations Careers Advisers and Vocational Guidance Specialists; Customer Service Occupations; Education and training; Executive Coach; Functional Managers; Helpline Workers; HR Staff; Learning Mentor; Managers and leaders with responsibility for interagency working; Personnel, training and industrial relations managers ; Professional Occupations; Research Professionals; Teaching Professionals

Suite Career Development

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