

Introducing PerformerPlus...

PerformerPlus

PERFORMERPLUS NAVIGATION > [ROLE](#) [ASSESSMENT](#) [LEARNING](#) [EVIDENCE](#) [OBJECTIVES](#) [VIRTUAL MENTOR](#) [REPORTING](#) [ARCHIVES](#)

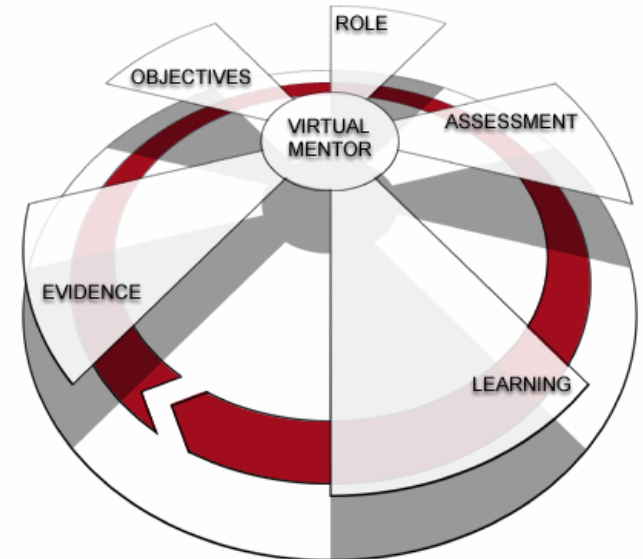
Performer Home Page

Welcome to **PerformerPlus!**

PerformerPlus uses National Occupational Standards to clarify what's expected of you and help you develop your skills, knowledge and performance to achieve your work and personal objectives.

PerformerPlus has seven modules, which you can use independently to tackle specific issues or in a co-ordinated way to support your planned development. Just click on one of the links below to learn more about individual modules.

- » **Role**
Develop your unique Role Profile (what's required of you in your job) or select your current or career role from a range of Role Templates
- » **Assessment**
Self-assess your performance, knowledge and personal qualities or get feedback from your boss, colleagues or customers
- » **Learning**
Find learning resources to meet your learning needs, identify your learning preferences and track your learning in your personal development plan
- » **Evidence**
Record your learning and performance in your e-portfolio, link this to the National Occupational Standards and get accreditation for your competence
- » **Career**
Keep your job description and curriculum vitae up-to-date, plan to move into a new job and invite prospective employers to view your portfolio online
- » **Objectives**
View your work objectives, set personal objectives and produce plans for achievement; track your progress towards these
- » **Virtual Mentor**
Use the keyword search to get guidance on tackling tricky situations at work or simply to plan to work in line with the National Occupational Standards.



PerformerPlus provides 24-hour web-based support to help workers perform in line with DANOS and other National Occupational Standards.

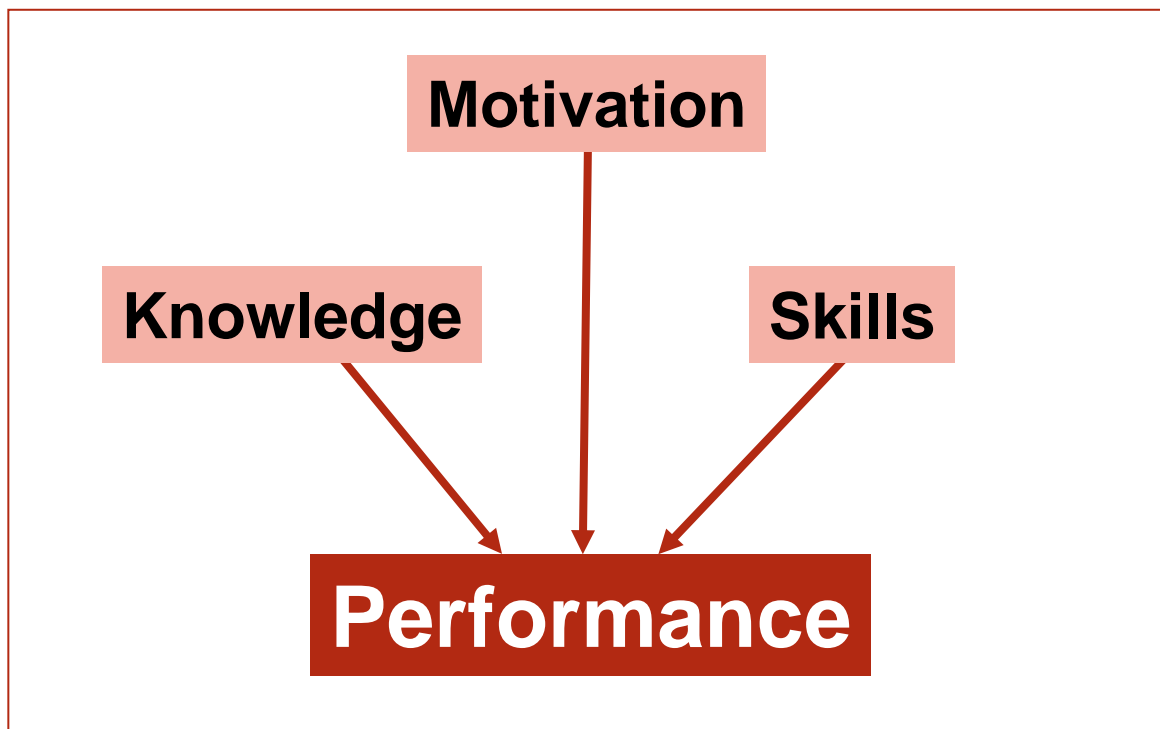
With **PerformerPlus** you can:

- Design job roles and develop job descriptions based on National Occupational Standards
- Clarify the standards to which people should be working and the knowledge and skills they need
- Assess workers' performance against National Occupational Standards
- Carry out training needs analyses at individual, team, organisational and area levels
- Design targeted training and link learning directly to people's needs
- Evaluate the impact of training and development on individual performance and quality of service
- Recruit, retain and develop the capacity and competence of the workforce
- Help all workers to achieve their potential and develop their careers.

Licences cost from £2,500 per annum for 50 users.
Implementation support packages can be tailored to local requirements.

National Occupational Standards specify the standard of performance expected of workers and the knowledge and skills they require.

National Occupational Standards



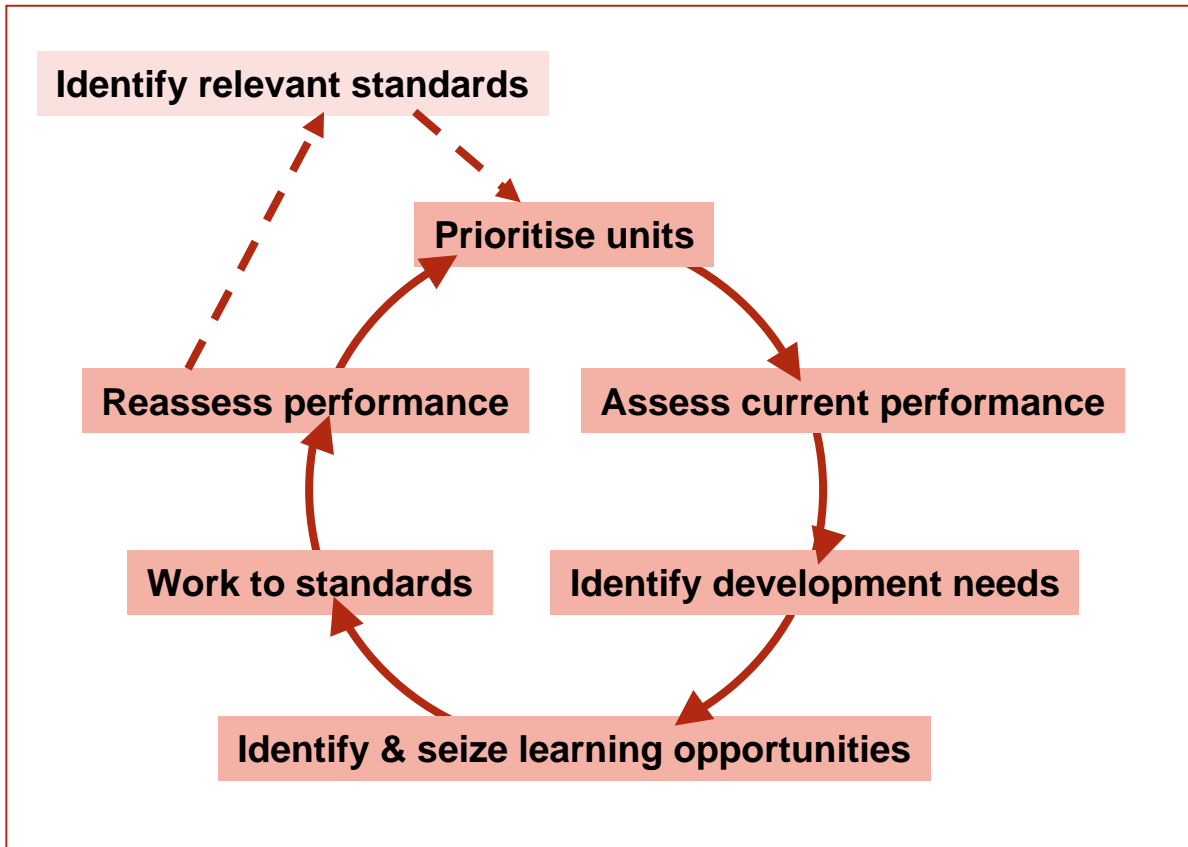
DANOS - and other National Occupational Standards such as the Health and Social Care Standards, Youth Work Standards and Youth Justice Standards – specify the standard to which workers must perform to provide a quality service.

They also specify the knowledge and skills they need to possess in order to perform competently.

PerformerPlus helps workers develop the knowledge and skills they need and motivates them to apply these effectively to deliver services in line with Models of Care.

PerformerPlus helps workers perform to National Occupational Standards and take charge of their own personal, professional and career development.

Continuing Personal and Professional Development



Workers use **PerformerPlus** to support their continuing development throughout the year.

They agree with their managers their role profiles, ie what they have to do and the standards to which they should be working.

They prioritise those areas where improvements in their performance will have most impact.

They assess themselves and identify their strengths and where they need to develop their knowledge and skills, using online and traditional learning resources.

Under supervision, they ensure they work to the standards and evaluate the improvements in their performance.

Within 10 minutes, using a structured online questionnaire, workers identify their role profile – the set of National Occupational Standards relevant to their role.

Role Profile for a Drugs Worker

Role Profile		
Unit Group: Drugs and Alcohol		
Unit Code	Title	
DAA002	Relate to, and interact with, individuals	
DAA003	Support individuals to access and use services and facilities	
DAA006	Promote choice, well-being and the protection of all individuals	
DAB001	Support individuals who are distressed	
DAB002	Support individuals who are substance users	
DAB003	Contribute to the prevention and management of abusive and aggressive behaviour	
DAB004	Contribute to the protection of individuals from harm and abuse	
DAB005	Assess and act upon immediate risk of danger to substance users	
DAB008	Contribute to assessing and act upon risk of danger, harm and abuse	
DAC001	Reflect on and develop your practice	Details
DAC002	Make Use of Supervision	Details
DAD001	Raise awareness about substances, their use and effects	Details
DAD003	Facilitate group learning	Details
DAF002	Carry out assessment to identify and prioritise needs	Details
DAG002	Contribute to care planning and review	Details
DAG003	Assist in the transfer of individuals between agencies and services	Details
DAI001	Counsel individuals about their substance use using recognised theoretical models	Details
DAI002	Help individuals address their substance use through an action plan	Details
DBD004	Promote, monitor and maintain health, safety and security in the working environment	Details
DBI005	Promote effective communication for and about individuals	Details
DBI006	Develop and sustain effective working relationships with staff in other agencies	Details
DBI007	Participate in inter-disciplinary team working to support individuals	Details

There are literally thousands of units of National Occupational Standards to choose from.

The role profile questionnaire helps workers identify those that apply to them, in a matter of minutes.

Alternatively, they can select a role profile from a library of roles – Drugs Worker, Nurse, Counsellor, etc – available nationally, or specially prepared by their organisation.

Workers are encouraged to discuss and agree their role profiles with their manager before starting to assess their performance, knowledge and skills.

With up to 20 or more units in a role profile, it is important to prioritise the areas where an improvement in performance is going to have most impact.

Prioritisation

Rate Unit Importance

Unit: DAB005 - Assess and act upon immediate risk of danger to substance users

How important is this activity in your work? (10 = high, 1 = low)

10 9 8 7 6 5 4 3 2 1

How confident are you about your performance in this activity? (10 = high, 1 = low)

10 9 8 7 6 5 4 3 2 1

[Next Unit](#)

Users of **PerformerPlus** are invited to prioritise those units where they wish to improve their performance.

For each unit, they consider how important the activity is to their work and how confident they are about their performance.

In less than 10 minutes, they can clearly identify their priorities for development.

Unit Code	Title	Importance Rating
DAB005	Assess and act upon immediate risk of danger to substance users	60
DAB003	Contribute to the prevention and management of abusive and aggressive behaviour	56
DAB004	Contribute to the protection of individuals from harm and abuse	48
DAI001	Counsel individuals about their substance use using recognised theoretical models	40
DAI002	Help individuals address their substance use through an action plan	40
DAA006	Promote choice, well-being and the protection of all individuals	36
DAB008	Contribute to assessing and act upon risk of danger, harm and abuse	35
DAG002	Contribute to care planning and review	28
DAB001	Support individuals who are distressed	27
DAG003	Assist in the transfer of individuals between agencies and services	21

Workers assess whether they perform to the National Occupational Standards in their prioritised units – and get their managers and others to assess them too.

Performance Assessment

Performance assessment

Think about the activity: 'Act upon the immediate risk of danger to the individual'.

When carrying out this activity, do you do the following:

act upon the immediate risks to danger consistent with agency policies and procedures and your own role

Yes, consistently Yes, but not consistently No

request further support and assistance, if required, without delay

Yes, consistently Yes, but not consistently No

ensure your own personal safety and any other person near the individual

Yes, consistently Yes, but not consistently No

take actions which are appropriate to the substance used and the effect it has had on the individual

Yes, consistently Yes, but not consistently No

take steps to calm the individual, if the individual is in an agitated state, if safe to do so

Yes, consistently Yes, but not consistently No

take immediate steps to revive the individual, if the individual seems to be in a withdrawn state

Yes, consistently Yes, but not consistently No

administer first aid, if safe to do so

Yes, consistently Yes, but not consistently No

interact with the individual in a manner which recognises their needs and rights

Yes, consistently Yes, but not consistently No

make the individual as comfortable as possible and only move the individual if necessary for their safety

Yes, consistently Yes, but not consistently No

make the environment as safe as possible and remove all dangerous substances and materials

Yes, consistently Yes, but not consistently No

accurately record all information and report to the appropriate person in the required format

Yes, consistently Yes, but not consistently No

Workers can choose to assess themselves against the National Occupational Standards to check whether they meet all the performance criteria. This takes about 10 minutes.

They can also get 360° feedback on their performance.

Where they do not consistently meet the standards, they can assess their knowledge and skills to identify where they need to develop.

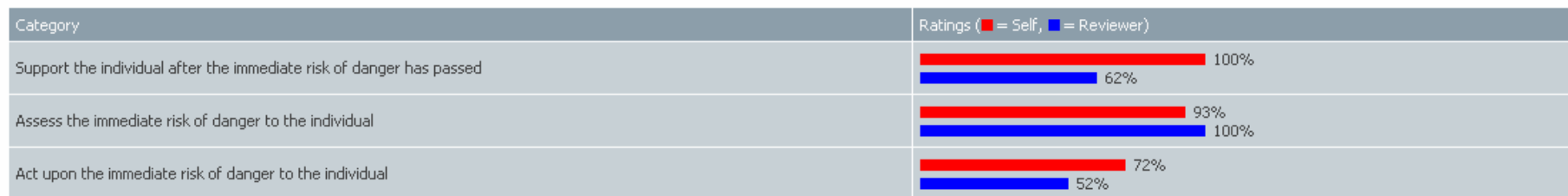
They can, of course, return and do another assessment after they have completed their learning to see whether they now have the required knowledge and skills and are applying these consistently in line with the standards.

Workers are presented with the results of their assessment of their performance in a particular area and compare these with feedback from others.

Performance Assessment

Assessment Overview Results

Category ratings for Performance assessment



The bar chart shows the worker's assessment of their performance in this unit in red, with feedback from other reviewers (manager, colleagues, team members, clients etc) in blue.

Workers consider their detailed results, decide where they need development and add these items to their personal development planner.

Detailed Assessment Results

Detailed Results

Detailed responses for: Act upon the immediate risk of danger to the individual

Question	Your Response	
act upon the immediate risks to danger consistent with agency policies and procedures and your own role	Yes, consistently	Add to Planner
request further support and assistance, if required, without delay	Yes, consistently	Add to Planner
ensure your own personal safety and any other person near the individual	Yes, consistently	Add to Planner
interact with the individual in a manner which recognises their needs and rights	Yes, consistently	Add to Planner
make the individual as comfortable as possible and only move the individual if necessary for their safety	Yes, consistently	Add to Planner
make the environment as safe as possible and remove all dangerous substances and materials	Yes, consistently	Add to Planner
accurately record all information and report to the appropriate person in the required format	Yes, consistently	Add to Planner
take steps to calm the individual, if the individual is in an agitated state, if safe to do so	Yes, consistently	Add to Planner
take immediate steps to revive the individual, if the individual seems to be in a withdrawn state	No	In Planner
administer first aid, if safe to do so	No	In Planner
take actions which are appropriate to the substance used and the effect it has had on the individual	No	In Planner
		Add All

Where scores are low, or there are significant differences between the worker's and others' perceptions of their performance, workers can look at the detail of their scores.

Identified development needs can be added to their online personal development planner at a click.

Workers plan their learning and select appropriate learning resources offered either by their organisation or through links across the Internet.

Personal Development Plan

Learning Needs

Learning Need				Start Date	Review Date	End Date
take immediate steps to revive the individual, if the individual seems to be in a withdrawn state	Edit Item	Delete	View Selected Resource	4/1/2005	4/30/2005	4/2/2005
administer first aid, if safe to do so	Edit Item	Delete	View Selected Resource			
take actions which are appropriate to the substance used and the effect it has had on the individual	Edit Item	Delete	View Selected Resource			

After carefully considering her learning needs, this worker has made a commitment to attend a training course, selected from a range of options in the **PerformerPlus** learning resources database.

At the review date, she can reassess her performance, knowledge and skills in this unit.

Learning Resource Detail

Selected plan item: take immediate steps to revive the individual, if the individual seems to be in a withdrawn state

Type:	Short course or workshop (1-5 days)
Title:	Overdose - Awareness and Prevention
Description:	Recognising overdose signs, overdose risk factors, dispelling common myths and emergency first aid procedures including recovery position and resuscitation.
Provider:	NORCAS
Duration:	2.5 hours
Qualification Level:	None
Cost:	
Target Group:	Other
Reference:	NORCASOD

PerformerPlus has a range of other facilities to help workers use standards to meet their work objectives and present evidence of their competence to their assessors.

Virtual Mentor

Word to search for:

Search Type:

Search unit titles only

Search whole of units (this could take a while)

Virtual Mentor

Search term: substance misuse

Unit Code	Title	Details	Add to
ODAA001	Recognise Indications of Substance Misuse and Refer Individuals to Specialists	Details	Add to
ODAF003	Carry Out Comprehensive Substance Misuse Assessment	Details	Add to
DCA001	Research the Needs of the Local Population for Substance Misuse Services	Details	Add to
DCA003	Promote the Development of Substance Misuse Services in the Local Area	Details	Add to
DCA004	Draw up Specifications for Substance Misuse Services	Details	Add to
ODCB001	Invite Tenders and Award Contracts for Substance Misuse Services	Details	Add to
ODCB003	Procure Substance Misuse Services for Individuals	Details	Add to
DCA002	Develop and Review Strategies and Plans to Meet Local Needs For Substance Misuse Services	Details	Add to
ODCB002	Monitor and Evaluate the Quality, Outcomes and Cost-Effectiveness of Substance Misuse Services	Details	Add to
H5C0442	Monitor and evaluate the quality, outcomes and cost-effectiveness of substance misuse services	Details	Add to
H5C0340	Carry out comprehensive substance misuse assessment	Details	Add to
H5C0362	Recognise indications of substance misuse and refer individuals to specialists	Details	Add to
DAF003	Carry out comprehensive substance misuse assessment	Details	Add to
DAA001	Recognise indications of substance misuse and refer individuals to specialists	Details	Add to
DCB002	Monitor and evaluate the quality, outcomes and cost-effectiveness of substance misuse services	Details	Add to your profile

Virtual Mentor allows users to search the **PerformerPlus** database to identify and work to relevant standards.

The **Objectives** facility helps the organisation develop its strategic objectives, delegate these to teams and individuals and monitor progress against objectives.

The **Evidence** facility allows workers to develop an e-portfolio of evidence of their competence and submit this to their assessor for online assessment and accreditation for nationally-recognised qualifications.

The **Career** facility helps workers plan their career development and keep their CV up-to-date as part of their e-portfolio.

For managers, **PerformerPlus** provides access to a wide range of reports to help them develop the capacity and competence of their teams.

Management Reports

Performance score report

Report created by: TB Manager

Category	Unit Code	D E Officer	D Worker	P Administrator	S M Counsellor	S M Nurse
Assess the immediate risk of danger to the individual	DAB005	93	100		87	100
Act upon the immediate risk of danger to the individual	DAB005	72	86		50	100
Support the individual after the immediate risk of danger has passed	DAB005	100	100		100	100

PerformerPlus gives line managers, human resources specialists and organisations varying levels of access to tools and reports to help them take decisions about how to manage and develop the performance of individuals and the team as a whole.

These tools can also help in establishing selection criteria and screening candidates during recruitment procedures, developing tailor-made induction packages, identifying the range of competences needed for a project (and who possesses the comeptences), and preparing people for promotion or changes in their work.

PerformerPlus is available exclusively from...



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