



# 2012 SPECIAL CATEGORY AWARDS

## LEARNING & DEVELOPMENT



Supported by the British Quality Foundation,  
the North East Chamber of Commerce,  
the Chartered Quality Institute and the EFQM

North of England Excellence  
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## Introduction

The Award for Learning and Development will recognise the best examples of how organisations develop and release the knowledge and full potential of their people, and will be presented at the North of England Excellence Awards Ceremony in November 2012.

The Award will take the form of a distinctive trophy and certificate. The public relations surrounding the Awards, together with the opportunity to use the North of England Excellence Specialist Award for Learning and Development logo on corporate literature and promotional material, will clearly establish the winner as a role model organisation.

The entry fee is -

**Organisations 0-249** employees **£295** (plus vat) for joint NoEE/BQF members and **£395** (plus vat) for non members of North of England Excellence.

**Organisations 250 plus** employees **£495** (plus vat) for joint NoEE/BQF members and **£595** (plus vat) for non members of North of England Excellence.

The judging panel will particularly be looking for:

- Strong Examples of Learning & Development
- Why what you do is different
- Strong evidence of success

### Overview of your organisation which will be used for pre-post press activity.

Type here (maximum 100 words)

**Learning &  
development**

**An Excellent organisation demonstrates commitment to achieving excellence in its people. It will plan, manage, develop and release the full knowledge and potential of its people in support of its mission, vision and goals.**

**Question A:**

**How are people's knowledge and competencies identified, developed and sustained?**

**Guidance**

Managers have the knowledge and skills they need to develop their people effectively.

Effective training and development is made available and this is aligned to the performance requirements of the organisation and the defined needs of the individual.

Effective systems for reviewing development are consistently deployed across the organisation.

People are able to show how learning has improved their knowledge, skills and attitude.

**(Include what you do, how you deploy it and how you review and refine or improve it).**

**Evidence**

Type here (maximum 500 words)

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**Question B:**            **How are people involved and empowered?**

**Guidance**

People are given time appropriate to their role to contribute to team or organisational improvement.

The organisation's people have job descriptions relevant to their current role and have agreed objectives that are aligned to the performance requirements of the organisation.

Accountability and responsibility are clearly defined and people are able to use this to guide their decisions and priorities.

**(Include what you do, how you deploy it and how you review and refine or improve it).**

**Evidence**

Type here (maximum 500 words)

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**Question C:**                    **How are people rewarded, recognised and cared for?**

**Guidance**

The organisation recognises the contribution of its people to its success and due appreciation is shown for efforts beyond the reasonable expectations of the job.

Benefit packages are appropriate to the nature of the organisation.

Health and safety of the people is maintained as a priority and is regularly reviewed at a senior level to drive improvements.

**(Include what you do, how you deploy it and how you review and refine or improve it).**

**Evidence**

Type here (maximum 500 words)

**Learning &  
Development**

**An Excellent organisation has established a set of robust and resilient measures that show what the organisation is achieving in relation to its people.**

**Question D:**

**Perception measures.**

**Guidance**

There is a documented set of quantitative results that show the people's perception of the organisation and their job.

Measures are stakeholder-focused and the results reflect people's opinion across all sectors of the workforce. A broad scope of lasting measures are used that will enable trends to be obtained over time.

Contributors to direct surveys or forums are provided with feedback on the overall results.

People managers learn from the people perception results and actively use the information to improve individual and collective performance.

The key information derived from the results is effectively shared with the organisation's people on a regular basis.

**(Include for your key measures what you have achieved against your targets).**

**Evidence**

Type here (maximum 500 words)

