Money Guiders mapping and development tool for organisations

This mapping and development tool is based on the Money Guidance Competency Framework which sets out the core competencies every Money Guider needs so they can provide a safe, quality service for customers. It is designed for anyone who provides any type of non-regulated money guidance whatever their sector or job role.

In order to get the most out of using this tool you first need to familiarise yourself with the content and structure of the framework. It is available to explore and download at https://moneyandpensionsservice.org.uk/money-guiders/

Mapping and development tool

You can use this excel tool to review the money guidance your practitioners provide and inform areas of their self-development.

It is based on a four-step process:
Step 1 Mapping your practitioners' money guidance provision
Step 2 assessing your practitioners' confidence levels
Step 3 Reviewing your practitioners' strengths and areas for development
Step 4 Action planning

This tool can help inform the personal development of your practitioners, it can be used flexibly to meet their needs and revisited over time.

How to use this excel tool

You will need to complete steps 1-3 for both the Foundations and the Technical Domains your practitioners cover in their roles. Step 4 combines the areas you have identified for further development onto one action plan.

Steps 1-4 are set out across a number of tabs within this excel file. The following instructions and guidance relate to each of those tabs.

Foundations steps 1-3 tab

You use this tab to complete steps 1-3 for the Foundations of the Money Guidance Competency Framework.

Step 1 Mapping your money guidance

All the foundation attributes in the 'coverage' column are pre-selected for you. These are the 'must haves' needed by *everyone* delivering money guidance so they can provide a safe, quality service for customers. So, read through the individual descriptions and for each one select *yes* or *no* in the

'map your practitioners' training' column to indicate if your practitioners have completed any recent training or other continuous professional development (CPD) – recent training could be e.g. in the last three years. You can also indicate if your organisation recruits for any of these attributes.

Step 2 Invite your practitioners to self-assess their confidence levels

You can assess how confident you are, from an organisation perspective about foundation competencies. There are options for how you make this assessment. This can depend on the number of staff you are working with.

Option one: You can make your own assessment of how confident you feel your organisation is in relation to each of the foundation competencies. You might find the following descriptors helpful in deciding their confidence rating.

1: Not at all confident	- a skill, behaviour or knowledge your practitioners rarely use in their roles - your practitioners' knowledge of this needs developing - you would like your practitioners to use more/develop their skills in this
2: Somewhat confident	- a skill, behaviour or knowledge your practitioners do not use regularly - your practitioners may use this more regularly, but feel you feel their knowledge needs developing further - you would like your practitioners to use more/develop your skills in this
3: Mostly confident	- your practitioners use this regularly - you are confident in your practitioners' knowledge, skills, application, regardless of frequency of use - you may feel the need for your practitioners to know/use more, but they are likely to achieve this within their role
4: Fully confident	- your practitioners use this regularly - your practitioners are fully aware of this knowledge, skill, behaviour - your practitioners' knowledge, skills and application in this is good

Option two: You can ask each of your colleagues to complete their own individual self-assessment using the self-development and mapping tool for individuals then collate their results and average the collated responses to copy and paste them to the column labelled 'step 2. Assess the confidence of your practitioners.'

When you ask your colleagues to complete their self-assessment you can advise them that their level of confidence may not always reflect the amount of training they've received. For example if practitioners have a lot of experience in an area they might feel very confident, while for other competencies they might feel there is a lot more they need to learn. Your practitioners might find the following descriptors helpful in deciding their confidence rating.

Step 3 Reviewing your practitioners' strengths and areas for development

Once you have assessed the confidence levels for your practitioners you can review the areas in which they feel least confident, or where they have little or no training / CPD. You can select those areas you would like your practitioners to develop further, either in the short term (during the next year) or longer term. You may have identified several areas for development but we recommend you select one from Skills and Behaviours *(A-C)* and one from Knowledge and Compliance *(D-F).*

If you want to focus solely on the Foundations, you can go straight to the Action Plan tab. Otherwise click '*next'* to continue onto the Technical Domains step 1 – map tab.

Technical domains step 1 – map tab

This tab provides an overview of 12 technical domains contained in the Money Guidance Competency Framework; to learn more about each of them, place your cursor over the technical domain titles in the first column. To understand about the different levels of complexity, read the tier level column headings.

Step 1 Mapping your money guidance – overview

First you need to identify the domains your practitioners cover in their roles. Not every Money Guider will cover every domain; your selection will depend on the service your organisation offers and your practitioners' job roles. For each of the technical domains you chose, you also need to select the tier level that best reflects the complexity of money guidance your practitioners provide. If you choose tier two or three for any domain, the preceding tiers will be selected automatically. Once you have selected your domains and tiers, press the '*next step'* button to take you to the Technical domains steps 1-3 tab.

Technical domains steps 1-3 tab

This tab will be automatically populated with the domains and tiers you have selected on the previous tab - (Technical domains step 1-map tab).

Step 1 Mapping your money guidance

Read through the detailed descriptions and indicate for each one if your practitioners currently provide coverage of if they don't yet provide coverage. At the same time, use the 'Map your practitioners' training' column to indicate if your practitioners have completed any recent training or other continuous professional development (CPD) – recent training could be e.g. in the last three years. You can also indicate if your organisation recruits for any of these skills and knowledge.

Step 2 Self-assessing your practitioners' confidence levels

You can assess how confident you are, from an organisation perspective about your selected technical domains. There are options for how you make this assessment. This can depend on the number of staff you are working with.

Option one: You can make your own assessment of how confident you feel your organisation is in relation to each of the technical domains.

Option two: You can ask each of your colleagues to complete their own individual self-assessment using the self-development and mapping tool for individuals. Remember that you will need to tell them which of the technical domains they should consider. You then collate their individual results and add them to the column labelled 'step 2. Assess the confidence of your practitioners.'

When you ask your colleagues to complete their self-assessments you can advise them that their level of confidence may not always reflect the amount of training they've received. For example if practitioners have a lot of experience in an area they might feel very confident, while for other competencies they might feel there is a lot more they need to learn. Your practitioners might find the following descriptors helpful in deciding their confidence rating.

Step 3 Reviewing your practitioners' strengths and areas for development

Once you have assessed your practitioners' confidence levels you can review the areas in which they feel least confident, or where they have little or no training/CPD. You can select those you

would like your practitioners to develop further, either in the short term (during the next year) or longer term. You may have identified several areas for development but we recommend you select one competency from each of the domains that your practitioners cover.

You may find that there are competencies within your selected technical domains and tiers that your practitioners don't cover within their roles. It is worth considering these as areas for development so that over time you are able to address all the competencies within the domains and tiers relevant to your practitioners' roles.

Action plan tab

The action plan helps you combine the areas for develop you have identified for both foundations and technical domains.

Step 4 Action planning

Once you have identified the foundation attributes and technical domains and tiers for your practitioners to develop, copy the details of these competencies and paste into the 'areas for development' column in the action plan.

Then you can complete the action plan by identifying the actions your practitioners will take. The plan helps you identify timescales for completion, outcomes you hope your practitioners achieve and the opportunity for reflection.

We suggest you regularly review your action plan and revisit the mapping and development tool for organisations on a regular basis, to identify further competencies you'd like your practitioners to address as part of their continuing development.