



Australian Government

Department of Education, Employment and Workplace Relations

PSPGOV416A Monitor performance and provide feedback

Revision Number: 3

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Modification History

Release	TP Version	Comments
3	PSP12V1	Unit descriptor edited.
2	PSP04V4.2	Layout adjusted. No changes to content.
1	PSP04V4.1	Primary release.

Unit Descriptor

This unit covers the skills required for an individual to monitor the work performance of another person and provide feedback. It includes planning for performance monitoring and feedback, monitoring performance, providing and documenting feedback, determining action, and reviewing performance monitoring and feedback.

In practice, monitoring performance and providing feedback may overlap with other generalist or specialist public sector work activities such as acting ethically, complying with legislation, applying government processes, gathering and analysing information, etc.

This is one of 4 units in the *Working in Government* and *Management* Competency Fields that deal with performance. Related units are:

- PSPGOV315A Give and receive workplace feedback
- PSPGOV519A Manage performance
- PSPMNGT603B Facilitate people management

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency. Together, performance criteria specify the requirements for competent performance. Text in *bold italics* is explained in the Range Statement following.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan for performance monitoring and feedback	1.1 <i>Standards</i> for <i>performance monitoring</i> are identified and agreed in consultation with <i>stakeholders</i> . 1.2 Agreed standards are provided to the parties directly involved in the performance monitoring process. 1.3 <i>Performance monitoring processes</i> and <i>guidelines</i> are identified or developed and provided to the parties directly involved.
2. Monitor performance and document outcomes	2.1 Evidence relating to performance is gathered from a range of sources. 2.2 Performance is assessed by comparing evidence gathered with agreed standards. 2.3 Performance monitoring decisions are discussed and documented in accordance with <i>legislation, policy and procedures</i> .
3. Provide feedback and determine action	3.1 Feedback on the outcome of performance monitoring is provided to the person monitored, and to other personnel as agreed in the relevant guidelines, using communication to suit each particular audience. 3.2 Agreement on action/follow-up required is negotiated with the person monitored, and an action plan is documented. 3.3 Where agreement cannot be reached, reports are prepared and further <i>action</i> is taken if necessary, in accordance with organisational policy and procedures. 3.4 Learning and development opportunities related to performance standards are identified and included as required. 3.5 Ongoing monitoring is used to ensure that action/follow-up occurs in accordance with agreement.
4. Review performance monitoring and feedback	4.1 Information related to the performance monitoring process is gathered from all stakeholders. 4.2 The performance monitoring process is reviewed in accordance with organisational requirements and amended if necessary to enhance its validity, reliability, efficiency and fairness.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Skill requirements

Look for evidence that confirms skills in:

- planning performance monitoring
- communicating with members of a diverse workforce, including negotiating, questioning, clarifying, understanding, active listening, evaluating the ideas and opinions of others
- responding to diversity, including gender and disability
- evaluating workplace performance
- identifying learning and development opportunities
- applying public sector legislation such as occupational health and safety and environment in the context of performance monitoring

Knowledge requirements

Look for evidence that confirms knowledge and understanding of:

- legislation, regulations, policies, procedures and guidelines relating to performance monitoring
- organisation policies, practices and procedures
- workplace performance requirements and issues
- performance monitoring requirements
- expertise in work being performance monitored
- equal employment opportunity, equity and diversity principles

Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

Units to be assessed together

- *Pre-requisite* units that must be achieved prior to this unit: *Nil*
- *Co-requisite* units that must be assessed with this unit: *Nil*
- *Co-assessed units* that may be assessed with this unit to increase the efficiency and realism of the assessment process include, but are not limited to:
 - PSPETHC401A Uphold and support the values and principles of public service
 - PSPGOV404B Develop and implement work unit plans
 - PSPGOV406B Gather and analyse information
 - PSPGOV408A Value diversity
 - PSPGOV411A Deal with conflict
 - PSPGOV412A Use advanced workplace communication strategies
 - PSPGOV413A Compose complex workplace documents
 - PSPGOV422A Apply government processes
 - PSPLEGN401A Encourage compliance with legislation in the public sector
 - PSPOHS401B Implement workplace safety procedures and programs

Overview of evidence requirements

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of Employability Skills as they relate to this unit
- performance monitored and feedback provided in a range of (3 or more) contexts (or occasions, over time)

Resources required to carry out assessment

These resources include:

- legislation, policy, procedures and protocols relating to performance monitoring
- case studies and workplace scenarios to capture the range of situations likely to be encountered when monitoring performance and providing feedback

Where and how to assess evidence

Valid assessment of this unit requires:

- a workplace environment, or one that closely resembles normal work practice and replicates the range of conditions likely to be

encountered when monitoring performance and providing feedback, including coping with difficulties, irregularities and breakdowns in routine

- performance monitored and feedback provided in a range of (3 or more) contexts (or occasions, over time).

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities
- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations.

Assessment methods suitable for valid and reliable assessment of this competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- portfolios
- questioning
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

For consistency of assessment

Evidence must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments

Range Statement

<p>The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in <i>bold italics</i> in the Performance Criteria is explained here.</p>	
<p><i>Standards for performance monitoring</i> may include:</p>	<ul style="list-style-type: none"> • selection criteria • best practice standards • organisational practice standards • competencies • service level standards • codes of ethics/conduct • legislation/regulations • agreed goals
<p>Contexts of <i>performance monitoring</i> may include:</p>	<ul style="list-style-type: none"> • reward and recognition • ongoing feedback • learning and development • recruitment and selection • exit interviews • evidence gathering under the supervision of a qualified assessor • counselling • return to work • case management
<p>Contexts of <i>performance monitoring</i> do NOT include:</p>	<ul style="list-style-type: none"> • assessments requiring formal assessor training qualifications from the national Training and Assessment Training Package.
<p><i>Stakeholders</i> may include:</p>	<ul style="list-style-type: none"> • self • peers • managers/supervisors/team leaders • employees • teams and team members • clients/customers • job applicants • subject matter experts • validators
<p><i>Performance monitoring processes</i> may include:</p>	<ul style="list-style-type: none"> • self (self-assessment) • qualified workplace assessors • 360° feedback • performance data

	<ul style="list-style-type: none"> • qualifications • written applications • interviews • referees reports/third party reports • client/customer feedback • checklists
Guidelines may include:	<ul style="list-style-type: none"> • performance monitoring methods/sources • feedback methods/decisions • performance monitoring conditions • assessors • timelines • reporting protocols on stakeholder feedback
Legislation, policy and procedures may include:	<ul style="list-style-type: none"> • State/Territory and Commonwealth legislation and regulations such as: <ul style="list-style-type: none"> • public sector management acts • privacy legislation • freedom of information • equal employment opportunity, anti-discrimination and harassment legislation • employment legislation • occupational health and safety legislation. • ethics and accountability standards • public sector standards • organisational policy, procedures and protocols • international legislation/codes of behaviour • enterprise bargaining agreements • award conditions/requirements
Action may be in accordance with:	<ul style="list-style-type: none"> • dispute resolution process • grievance procedures • appeal process

Unit Sector(s)

Not applicable.

Competency field

Working in Government.