



**Australian Government**

# **BSBHRM403 Support performance management process**

**Release: 2**

## BSBHRM403 Support performance management process

### Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

### Application

This unit describes the skills and knowledge required to assist in the effective implementation of a performance management system and to facilitate employee performance.

It applies to human resource officers, or people in similar roles, who work under the direction of a human resource manager.

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

### Unit Sector

Workforce Development – Human Resource Management

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Review performance management infrastructure	1.1 Ensure all positions have current position descriptions specifying key requirements of the role 1.2 Assist in reviewing the performance management system to ensure it aligns with the strategic direction of the organisation 1.3 Ensure managers have provided reports of performance indicators consistent with the position description requirements 1.4 Check performance appraisal meetings are held in line with organisational timeframes, that correct documentation has been

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	<p>completed, and necessary parties have recorded agreement</p> <p>1.5 Check appropriate organisational procedures have been followed for acknowledging good performance and addressing under-performance</p> <p>1.6 Provide advice and support where there is dissention about performance appraisal outcomes</p>
2 Promote performance management system	<p>2.1 Clarify goals and methods of the performance-management system to employees</p> <p>2.2 Promote the performance management system to stakeholders</p> <p>2.3 Arrange or deliver training or instruction on using the performance management system</p> <p>2.4 Encourage ongoing and regular feedback on personnel performance as well as formal performance appraisals</p>
3 Recommend improvements to performance management system in response to collated data	<p>3.1 Review performance management documentation to establish trends or problem areas requiring attention</p> <p>3.2 Review patterns in skill or performance gaps and consider requirements and options for performance development</p> <p>3.3 Assist in revising policies and procedures where necessary</p> <p>3.4 Suggest improvements to the performance management system</p>

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

<b>Skill</b>	<b>Performance Criteria</b>	<b>Description</b>
Learning	2.3	<ul style="list-style-type: none"> <li>Actively reinforces learning by instructing and training others</li> </ul>
Reading	1.1-1.3, 3.1-3.3	<ul style="list-style-type: none"> <li>Critically evaluates and applies content from a range of structurally complex texts to support performance management processes</li> </ul>
Writing	1.1, 1.4, 2.1-2.4, 3.1, 3.3, 3.4	<ul style="list-style-type: none"> <li>Develops a range of documentation using tone, structure and language suited to context and audience</li> </ul>
Oral	1.3, 1.6, 2.1-2.4, 3.4	<ul style="list-style-type: none"> <li>Asks questions and listens carefully to gather and evaluate information</li> </ul>

Communication		<ul style="list-style-type: none"> <li>• Uses appropriate vocabulary and tone to present ideas, give advice and make suggestions</li> </ul>
Numeracy	1.4	<ul style="list-style-type: none"> <li>• Makes basic calculations to ensure work output meets predetermined timeframes</li> </ul>
Navigate the world of work	1.2, 1.5, 3.3, 3.4	<ul style="list-style-type: none"> <li>• Takes personal responsibility for adhering to and updating explicit and implicit organisational policies and procedures</li> <li>• Understands how own role meshes with others and contributes to broader work goals</li> </ul>
Interact with others	1.3, 1.6, 2.1-2.4, 3.4	<ul style="list-style-type: none"> <li>• Selects and uses appropriate conventions and protocols when communicating with others in a range of work contexts</li> <li>• Cooperates with others and contributes to work practices where joint outcomes are expected</li> <li>• Recognises behaviours and triggers that contribute to conflict and implements strategies to moderate conflict</li> </ul>
Get the work done	1.1, 1.2, 1.4, 2.3, 3.2-3.4	<ul style="list-style-type: none"> <li>• Takes responsibility for planning, sequencing and prioritising tasks required to achieve required outcomes</li> <li>• Addresses less predictable problems and initiates standard procedures in response, applying problem-solving processes in determining a solution</li> <li>• Contributes to continuous improvement of current work practices by analysing and evaluating outcomes of decisions</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBHRM403 Support performance management process	BSBHRM403B Support performance management process	Updated to meet Standards for Training Packages	Equivalent unit

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>