



Australian Government

BSBLDR522 Manage people performance

Release: 1

BSBLDR522 Manage people performance

Modification History

| Release | Comments |
|-----------|--|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

Application

This unit describes the skills and knowledge required to manage the performance of staff that are direct reports.

The unit applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback. The unit makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.

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

Unit Sector

Social Competence – Leadership

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. Allocate work | 1.1 Consult relevant groups and individuals on work to be allocated and resources available 1.2 Develop work plans and allocate work according to organisational requirements and operational plans 1.3 Develop and confirm performance standards and key performance indicators with relevant staff prior 1.4 Conduct risk analysis according to organisational risk management plan and legal requirements |
| 2. Assess performance | 2.1 Review performance management and processes according to legislation, organisational objectives and policies 2.2 Train participants in the performance management and review |

| ELEMENT | PERFORMANCE CRITERIA |
|---------------------|--|
| | process 2.3 Conduct performance management according to organisational policies procedures and relevant timelines 2.4 Monitor and evaluate performance according to performance standards and key performance indicators |
| 3. Provide feedback | 3.1 Provide informal feedback and coaching to staff 3.2 Advise relevant personnel, where performance is poor and take necessary actions 3.3 Document feedback according to the organisational performance management system 3.4 Conduct formal structured feedback sessions as necessary and according to organisational policy |
| 4. Manage follow up | 4.1 Develop performance improvement and development plans according to organisational policies 4.2 Monitor underperforming individuals according to organisational policies 4.3 Respond to underperforming individuals, as required 4.4 Reinforce excellence in performance through recognition and continuous feedback |

Foundation Skills

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

| SKILL | DESCRIPTION |
|--------------------|---|
| Learning | <ul style="list-style-type: none"> Consolidates and improves own knowledge and skills by coaching, mentoring or training others |
| Reading | <ul style="list-style-type: none"> Gathers, interprets and analyses texts in organisational documents to facilitate performance management |
| Writing | <ul style="list-style-type: none"> Plans and prepares documents for allocating work and managing performance suitable for the target audience and in accordance with organisational requirements |
| Oral Communication | <ul style="list-style-type: none"> Uses language and structure appropriate to context and audience to explain expected standards of performance, provide feedback and coach staff |
| Self-management | <ul style="list-style-type: none"> Applies legal and regulatory responsibilities related to own work and the organisation as a whole Adheres to organisational policies and procedures |

| | |
|-------------------------|--|
| Teamwork | <ul style="list-style-type: none"> • Applies the protocols governing what to communicate to whom and how in a range of work contexts • Collaborates with others to achieve joint outcomes, influencing direction and taking a leadership role on occasion |
| Planning and organising | <ul style="list-style-type: none"> • Sequences and schedules complex activities, monitors implementation and manages relevant communication • Seeks advice, feedback and support, as required to assist in the decision-making process • Uses experiences to reflect on the ways in which variables impact on performance |

Unit Mapping Information

Supersedes and is equivalent to BSBMGT502 Manage people performance.

Supersedes but is not equivalent to:

- BSBMGT404 Lead and facilitate off-site staff
- BSBSLS502 Lead and manage a sales team.

Links

Companion Volume Implementation Guide is found on VETNet -

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