DEFEVL006 Evaluate business performance

Release: 2

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Modification History

Release 2.0. This is the second release of this unit of competency in the DEF Defence Training Package Release 4.0. Modifications have been made to Foundation Skills and Assessment Conditions.

Release 1.0. This unit was released in DEF Defence Training Package release 1.0 and meets the Standards for Training Packages.

Application

This unit describes the skills required to evaluate the performance of an organisation's business operations.

This unit applies to those who have responsibility for evaluating the business performance of an organisation.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously while performing complex tasks in a familiar context.

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

Pre-requisite Unit

Not applicable.

Competency Field

Evaluation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1	**Plan an evaluation**	**1.1**	Identify and confirm the purpose of the evaluation with client and stakeholders
		1.2	Identify and prioritise the needs of the stakeholders
		1.3	Identify, obtain and develop the necessary resources
		1.4	Validate the evaluation plan with stakeholders including:

- methodology
- responsibility of appropriate personnel for conducting and participating in evaluations
- performance indicators
- agreement for data collection, storage and retrieval
- procedures for editing and disseminating reports
- agreement of the financing

		1.5	Identify, develop and assess validity and reliability of evidence gathering instruments, procedures and sources of information
		1.6	Link cost effective methods utilising an appropriate evaluation model to the purpose of the evaluation
2	**Develop performance indicators**	**2.1**	Develop performance indicators that link programs, processes and resource use to organisational strategic objectives and/or environmental factors
		2.2	Develop performance indicators using processes that are planned, inclusive and realistic within available time frames and resources
3	**Conduct the evaluation**	**3.1**	Gather and analyse program and organisational data to identify past, current and future performance
		3.2	Identify and record potentially useful information which is not identified in the evaluation plan
		3.3	Collate and process data relevant to the evaluation
		3.4	Research and evaluate variations from targets and divergences from trends to determine margins of error and/or repeating patterns
		3.5	Assess trends in performance in terms of organisational short and long term objectives

4	**Identify options for improvement**	**4.1**	Identify factors inhibiting performance
		4.2	Review organisational program to include factors that promote performance in line with available resources
5	**Report on evaluation findings**	**5.1**	Document issues and conclusions arising from the analysis conducted
		5.2	Make recommendations to stakeholders on areas of possible improvement
		5.3	Discuss preliminary findings with stakeholders
		5.4	Prepare a range of reports to meet the differing needs of stakeholders

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guides are found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9