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PSPGEN059 Benchmark performance

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages.
	This unit supersedes and is equivalent to PSPGOV518A Benchmark performance.
	• Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to benchmark performance of a functional area or business unit of an organisation. It includes designing a benchmarking approach, establishing benchmarks, establishing and managing a benchmarking exercise, gathering and analysing information, reporting on and acting on benchmarking outcomes.

This unit applies to those working in generalist and specialist roles within the public sector.

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, performing complex tasks in a range of familiar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Design benchmarking approach	1.1 Confirm the organisation's core business, functions, and purpose to provide a context for the benchmarking exercise. 1.2 Analyse the organisation's strategic and organisational context to identify factors with current or future impact on the organisation. 1.3 Establish the scope of the benchmarking exercise and determine objectives, desired outcomes, timeframes and resources. 1.4 Prepare a project plan and have it approved.
2. Establish benchmarks	2.1 Identify key result areas for benchmarking in accordance with determined scope and objectives. 2.2 Conduct consultation with key stakeholders to consider and confirm the validity and usefulness of the established benchmarks. 2.3 Confirm benchmarks or make arrangements to develop and/or use them.
3. Undertake benchmarking exercise	3.1 Establish and resource staffing arrangements. 3.2 Include consultation, communication with stakeholders and ongoing progress reports as a feature of the management of the exercise to ensure the engagement and cooperation of those people in the areas being benchmarked. 3.3 Manage benchmarking exercise in accordance with timeframes and budgetary constraints.
4. Gather and analyse information	4.1 Undertake networking and consultation with staff in the areas to be benchmarked, to gather tacit knowledge. 4.2 Encourage input to ensure outcomes are valid, reliable and useful for improving performance. 4.3 Gather organisational data, collate with information from consultation and analyse against benchmarks. 4.4 Discuss benchmarking findings with staff and management, and incorporate feedback into final results.
5. Report on and/or act on benchmarking outcomes	5.1 Write and present benchmarking report to meet audience needs. 5.2 Identify areas of excellence, strengths and recommendations for improvement in the report. 5.3 Develop a strategy for phased implementation of recommendations when required. 5.4 Preserve and store research information to provide historical data for subsequent benchmarking exercises. 5.5 Act upon and/or implement benchmarking outcome recommendations.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV518A Benchmark performance.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623

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