



Australian Government

PSPGEN127 Facilitate people management

Release: 1

PSPGEN127 Facilitate people management

Modification History

Supersedes and is not equivalent to PSPMGT002 Facilitate people management.

Application

This unit describes the performance outcomes, skills and knowledge required to implement people management strategies, plans and processes within a business unit in cooperation with specialist human resources personnel.

This unit applies to those working in management roles with personnel directly reporting to them. Those undertaking this unit work autonomously, supervising others, performing complex tasks in a range of familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Undertake human resource planning.
 - 1.1. Translate the organisational strategy into performance goals and objectives for people management.
 - 1.2. Review and determine human resource needs in accordance with organisational short and long-term needs, the anticipated business unit needs and the allocated budget.
 - 1.3. Compare existing competencies of staff with the needs of the business unit and develop plans to address gaps.
 - 1.4. Develop alternatives to staffing levels which address key requirements of the human resource plan.
 - 1.5. Recruit, select and nominate staff in accordance with business needs.

2. Manage performance of individuals.
 - 2.1. Link performance management criteria to business unit objectives.
 - 2.2. Identify strategic and operational goals in relation to the performance management system in consultation with staff.
 - 2.3. Confirm performance requirements with staff and apply performance management processes in accordance with the performance management system.
 - 2.4. Implement equitable performance management processes.
 - 2.5. Conduct performance management in accordance with organisational policies procedures and relevant timelines.
 - 2.6. Identify and respond to performance issues to maximise the effectiveness of workplace performance.
 - 2.7. Motivate staff to improve their work performance through regular feedback, reflecting and acting on workplace experiences, coaching and mentoring arrangements, or through organisational reward and recognition strategies.
 - 2.8. Develop performance improvement and development plans according to organisational policies.
 - 2.9. Monitor and respond to performance below agreed standards in accordance with organisational policies.
 - 2.10. Reinforce outstanding performance through recognition and continuous feedback.

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| 3. Manage learning and development. | 3.1. Develop performance improvement strategies that identify current learning needs and anticipate future requirements.
3.2. Address areas identified for improvement through selection and implementation of learning and development strategies to suit a diverse workforce.
3.3. Promote information about learning and development activities to staff. |
| 4. Manage grievance procedures. | 4.1. Manage grievances and complaints in a manner which optimises the likelihood of a positive outcome.
4.2. Document and communicate individual rights and obligations under industrial awards, agreements and legislation in a clear and concise manner.
4.3. Conduct meetings and interviews in accordance with organisational procedures. |
| 5. Counsel employees. | 5.1. Offer counselling to support employees in relation to work, personal difficulties, and career aspirations.
5.2. Apply techniques and counselling styles that are appropriate to the situation.
5.3. Use effective communication skills to formulate responses to employees.
5.4. Refer to appropriate support professionals and agencies to facilitate employee performance and wellbeing.
5.5. Document outcomes and maintain employee confidentiality. |

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS

DESCRIPTION

Oral communication skills to:

- use language and structure appropriate to context and audience to explain expected standards of performance, provide feedback and coach staff
- facilitate learning, coaching and mentoring
- negotiate and counsel.

Writing skills to:

- prepare advice and reports requiring reasoning and precision of expression.

Self-management skills to:

- apply legal and regulatory responsibilities related to own work and the organisation as a whole
- adhere to organisational policies and procedures

Unit Mapping Information

Supersedes and is not equivalent to PSPMGT002 Facilitate people management.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>