



Australian Government

Assessment Requirements for SITXHRM006 Monitor staff performance

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- monitor the effectiveness of staff in relation to at least six of the following standards of performance:
 - adherence to procedures
 - cost minimisation
 - customer service standards
 - level of accuracy in work
 - personal presentation
 - productivity
 - punctuality
 - response times
 - team interaction
 - waste minimisation
- provide supportive feedback and guidance for improving standards of performance to above staff
- conduct structured performance appraisals and formal counselling and training sessions for staff members, in line with established organisational procedures
- recognise outstanding performance according to organisational policies.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- role and importance of monitoring staff performance and providing feedback and coaching
- key elements of performance standards and performance management systems:
 - methods of collecting performance data
 - methods of interpreting performance data
 - processes for performance appraisal interviews
 - type of assessment:
 - self

- peer
 - team
- productivity indicators
- forms of guidance and support to enhance staff performance:
 - advice on training and development opportunities
 - confirmation of organisational objectives and key performance requirements
 - ensuring adequate resources are applied
 - opportunity to discuss work challenges
 - providing confirmation and corrective feedback
 - representing staff interests in other forums
 - support with difficult interpersonal situations
- potential solutions to staff performance issues:
 - additional training
 - adjusting workload
 - agreeing on short-term goals for improvement
 - assisting with problems outside of the workplace
 - reorganising work practices
- performance appraisal practices:
 - reasons for performance appraisal
 - format for, and inclusions of, performance appraisal documents
 - methods of appraising performance
- specific organisation:
 - procedures for performance appraisal interviews
 - procedures for formal performance management and counselling sessions:
 - formal notification to staff member and management
 - invited participation of appropriate people
 - organisation of appropriate location for counselling session
 - grievance procedures.

Assessment Conditions

Skills must be demonstrated in an operation for which staff performance is monitored. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- organisational specifications:
 - commercial procedures for conducting performance appraisals and formal counselling sessions

- current performance appraisal and counselling documents
- team members with whom the individual can interact; these can be:
 - team members in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>