



Australian Government

SITXHRM012 Monitor staff performance

Release: 1

SITXHRM012 Monitor staff performance

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor staff performance within the framework of established performance management systems. It requires the ability to monitor the day-to-day effectiveness of staff and conduct structured performance appraisals and formal counselling sessions.

The unit applies to senior personnel who operate independently or with limited guidance from others, including dedicated specialist staff or operational supervisors and managers.

It applies to all tourism, travel, hospitality and event sectors.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand 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

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Monitor staff performance and provide feedback.

PERFORMANCE CRITERIA

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

- 1.1. Consult with and inform colleagues about expected standards of performance using appropriate communication mechanisms.
- 1.2. Monitor ongoing performance through regular performance appraisals and by maintaining close contact with the workplace and colleagues.

- 1.3. Regularly provide colleagues with guidance and support to enhance their work performance.
- 1.4. Provide recognition and rewards for achievements and outstanding performance.
- 1.5. Identify need for further coaching or training and organise according to organisational policies.
2. Recognise and resolve performance problems.
 - 2.1. Identify and investigate performance problems.
 - 2.2. Use feedback and coaching to address performance problems.
 - 2.3. Discuss and agree on possible solutions with the colleague.
 - 2.4. Follow-up outcomes of informal counselling through review in the workplace.
 - 2.5. Organise and conduct a formal counselling session when needed according to required procedures.
3. Implement performance management systems.
 - 3.1. Implement formal performance management systems.
 - 3.2. Conduct individual performance evaluations openly and fairly.
 - 3.3. Complete and file performance management records.
 - 3.4. Agree on courses of action with colleagues and follow-up in workplace.

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
Reading skills to:	review staff records and performance management documents.
Writing skills to:	record potentially complex and sensitive information about staff performance.
Oral communication skills to:	provide effective feedback, coaching and counselling to team members.
Problem-solving skills to:	evaluate factors contributing to poor staff performance.
Teamwork skills to:	monitor the performance of individuals and their effect on the team and take corrective action to enhance whole of team performance.

Unit Mapping Information

Supersedes and is equivalent to SITXHRM006 Monitor staff performance.

Links

Companion Volume implementation guides are found in VETNet -

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