



Australian Government

BSBHRM403 Support performance management process

Release: 2

BSBHRM403 Support performance management process

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to assist in the effective implementation of a performance management system and to facilitate employee performance.

It applies to human resource officers, or people in similar roles, who work under the direction of a human resource manager.

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

Unit Sector

Workforce Development – Human Resource Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1 Review performance management infrastructure	1.1 Ensure all positions have current position descriptions specifying key requirements of the role 1.2 Assist in reviewing the performance management system to ensure it aligns with the strategic direction of the organisation 1.3 Ensure managers have provided reports of performance indicators consistent with the position description requirements 1.4 Check performance appraisal meetings are held in line with organisational timeframes, that correct documentation has been

ELEMENT	PERFORMANCE CRITERIA
	completed, and necessary parties have recorded agreement 1.5 Check appropriate organisational procedures have been followed for acknowledging good performance and addressing under-performance 1.6 Provide advice and support where there is dissention about performance appraisal outcomes
2 Promote performance management system	2.1 Clarify goals and methods of the performance-management system to employees 2.2 Promote the performance management system to stakeholders 2.3 Arrange or deliver training or instruction on using the performance management system 2.4 Encourage ongoing and regular feedback on personnel performance as well as formal performance appraisals
3 Recommend improvements to performance management system in response to collated data	3.1 Review performance management documentation to establish trends or problem areas requiring attention 3.2 Review patterns in skill or performance gaps and consider requirements and options for performance development 3.3 Assist in revising policies and procedures where necessary 3.4 Suggest improvements to the performance management system

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	2.3	Actively reinforces learning by instructing and training others
Reading	1.1-1.3, 3.1-3.3	Critically evaluates and applies content from a range of structurally complex texts to support performance management processes
Writing	1.1, 1.4, 2.1-2.4, 3.1, 3.3, 3.4	Develops a range of documentation using tone, structure and language suited to context and audience
Oral	1.3, 1.6, 2.1-2.4, 3.4	Asks questions and listens carefully to gather and evaluate information

Communication		• Uses appropriate vocabulary and tone to present ideas, give advice and make suggestions
Numeracy	1.4	• Makes basic calculations to ensure work output meets predetermined timeframes
Navigate the world of work	1.2, 1.5, 3.3, 3.4	• Takes personal responsibility for adhering to and updating explicit and implicit organisational policies and procedures • Understands how own role meshes with others and contributes to broader work goals
Interact with others	1.3, 1.6, 2.1-2.4, 3.4	• Selects and uses appropriate conventions and protocols when communicating with others in a range of work contexts • Cooperates with others and contributes to work practices where joint outcomes are expected • Recognises behaviours and triggers that contribute to conflict and implements strategies to moderate conflict
Get the work done	1.1, 1.2, 1.4, 2.3, 3.2-3.4	• Takes responsibility for planning, sequencing and prioritising tasks required to achieve required outcomes • Addresses less predictable problems and initiates standard procedures in response, applying problem-solving processes in determining a solution • Contributes to continuous improvement of current work practices by analysing and evaluating outcomes of decisions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBHRM403 Support performance management process	BSBHRM403B Support performance management process	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBHRM403 Support performance management process

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Performance Evidence

Evidence of the ability to:

- promote the implementation of the performance management system and analyse its strengths and weaknesses
- provide advice and information to employees on the benefits of effective performance management, and how it links with performance development
- review the performance management system
- make recommendations for improvement.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe key elements and purposes of performance management processes, and their contribution to organisational objectives and the human resource cycle
- analyse the strengths and weaknesses of a performance management system
- outline rewards and incentives schemes
- identify warning systems and grievance procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce development – human resource development field of work and include access to:

- human resource policies, procedures and documentation relevant to performance management and feedback
- business technology
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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