



Australian Government

BSBHRM411 Administer performance development processes

Release: 1

BSBHRM411 Administer performance development processes

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

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

The unit 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

Technical Skills – Human Resources

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 development infrastructure	1.1 Confirm all team positions have relevant position descriptions specifying key requirements of the role 1.2 Assist relevant stakeholders in reviewing the performance management system to ensure it aligns with the strategic direction of the organisation 1.3 Prepare performance indicators that are consistent with the position description requirements 1.4 Prepare for performance appraisal meetings 1.5 Identify relevant organisational procedures for acknowledging good performance and addressing under-performance 1.6 Provide relevant advice and support where there is dissention about performance appraisal outcomes, where required
2. Promote performance	2.1 Communicate requirements of the performance development

ELEMENT	PERFORMANCE CRITERIA
development system	system to relevant stakeholders 2.2 Coordinate and deliver training to relevant stakeholders on using the performance management system 2.3 Ensure feedback is provided to relevant stakeholders
3. Recommend improvements to performance development system in response to collated data	3.1 Review performance management documentation and identify 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 relevant stakeholders to revise policies and procedures, as required 3.4 Suggest improvements to the performance management system

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Learning	Actively reinforces learning by instructing and training others
Reading	Critically evaluates and applies content from a range of structurally complex texts to support performance management processes
Writing	Develops a range of documentation using tone, structure and language suited to context and audience
Oral Communication	- Asks questions and listens carefully to gather and evaluate information - Uses appropriate vocabulary and tone to present ideas, give advice and make suggestions - Selects and uses appropriate conventions and protocols when communicating with others in a range of work contexts
Numeracy	Makes basic calculations to ensure work output meets predetermined timeframes
Self-management	- Takes personal responsibility for adhering to and updating explicit and implicit organisational policies and procedures - Takes responsibility for planning, sequencing and prioritising tasks required to achieve required outcomes
Teamwork	- 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 - Understands how own role meshes with others and contributes to

	broader work goals
Problem solving	• 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

Supersedes and is equivalent to BSBHRM403 Support performance management process.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBHRM411 Administer performance development processes

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- promote the implementation of one performance development system for an organisation or work area.

In the course of the above, the candidate must:

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

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- key elements and purposes of performance development processes, and their contribution to organisational objectives and the human resource cycle
- strengths and weaknesses of a performance development system
- rewards and incentives schemes
- strategies to provide feedback and training in relation to the performance development system
- warning systems and grievance procedures
- mechanisms to collect and analyse data to review performance development system.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- human resource policies, procedures and documentation relevant to performance development and feedback.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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