



Australian Government

BSBHRM521 Facilitate performance development processes

Release: 1

BSBHRM521 Facilitate 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 develop and facilitate implementation of performance development processes and to coordinate individual or group learning and development to encourage effective employee performance.

This unit applies to individuals who are authorised to establish effective performance development processes for an organisation and who may have staff reporting to them.

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. Plan facilitation of performance development process	1.1 Identify relevant policies and objectives to be addressed in process 1.2 Develop objectives for performance development processes 1.3 Consult with relevant stakeholders about the processes and agree on process features
2. Coordinate performance development process	2.1 Train relevant groups and individuals in ways to monitor performance 2.2 Work with line managers to ensure performance is monitored regularly and intervention occurs where relevant according to organisational policies and legal requirements 2.3 Support line managers to coach and discipline employees who perform below standard

ELEMENT	PERFORMANCE CRITERIA
	2.4 Communicate dispute resolution processes where relevant, mediating between line managers and employees 2.5 Provide support to terminate employees who fail to respond to interventions according to legislative requirements and organisational policies and procedures 2.6 Ensure recorded outcomes of performance development sessions are stored securely and accessible to relevant stakeholders, according to organisational policy 2.7 Evaluate and suggest improvements to all aspects of performance development processes according to organisational objectives, policies and procedures
3. Coordinate individual or group learning and development	3.1 Design and develop learning and development plans and strategies to encourage effective employee performance 3.2 Deliver learning and development plans relevant to agreed timeframes, ensuring achievement of specified outcomes 3.3 Contract relevant providers for performance development, as identified by plans and according to organisational policy 3.4 Monitor learning and development activities to ensure compliance with quality assurance standards 3.5 Negotiate remedial action with providers, where relevant 3.6 Generate reports to advise relevant managers on progress and success rates of activities

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
Reading	Interprets and critically analyses organisational strategic and operational plans to identify relevant policies and objectives to be addressed
Writing	Uses broad vocabulary, grammatical structure and conventions appropriate to text when developing objectives, designing methods and processes and reporting
Oral communication	- Conveys information using language, format and style appropriate to a specific audience - Uses listening and questioning to extract main ideas from oral texts or to confirm and clarify understanding
Numeracy	Selects from, and applies, mathematical and problem solving

SKILL	DESCRIPTION
	strategies when reporting on success rates of activities
Self-management	• Understands and interprets organisational policies and procedures in order to formulate processes relevant to own role requirements • Monitors adherence to legal and regulatory rights and responsibilities for self and possibly others • Accepts responsibility for planning, scheduling and sequencing complex tasks to meet organisational and legislative requirements
Teamwork	• Selects and implements appropriate communication protocols to liaise with stakeholder in a range of work contexts • Supports line managers to achieve goals, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion • Negotiates with others to achieve agreeable outcomes playing an active role in facilitating consensus in contentious situations
Problem solving	• Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria
Technology	• Uses digital systems and tools to store, access and organise digital information

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to BSBHRM512 Develop and manage performance management processes.

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 BSBHRM521 Facilitate 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:

- plan and facilitate performance development process for an organisation or work area which supports business goals.

In the course of the above, the candidate must:

- consult with stakeholders
- coordinate and implement individual and group learning and development
- train line managers and other relevant people to manage performance
- provide support to line managers to manage performance issues
- develop approaches to improve performance and address identified performance gaps.

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:

- common characteristics of a learning organisation
- organisational policies and legislation relevant to performance management
- key aspects of grievance procedures
- models for giving feedback and options for skill development
- methods for designing performance development processes
- organisational human resources and business objectives
- common methods of monitoring performance.

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:

- organisational strategic and operational plans
- workplace policies and procedures relevant to performance evidence
- relevant legislation, regulations and codes of practice.

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

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