



Australian Government

DEFEVL006 Evaluate business performance

Release: 2

DEFEVL006 Evaluate business performance

Modification History

Release 2.0. This is the second release of this unit of competency in the DEF Defence Training Package Release 4.0. Modifications have been made to Foundation Skills and Assessment Conditions.

Release 1.0. This unit was released in DEF Defence Training Package release 1.0 and meets the Standards for Training Packages.

Application

This unit describes the skills required to evaluate the performance of an organisation's business operations.

This unit applies to those who have responsibility for evaluating the business performance of an organisation.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously while performing complex tasks in a familiar context.

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

Pre-requisite Unit

Not applicable.

Competency Field

Evaluation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Plan an evaluation

- 1.1** Identify and confirm the purpose of the evaluation with client and stakeholders
- 1.2** Identify and prioritise the needs of the stakeholders
- 1.3** Identify, obtain and develop the necessary resources
- 1.4** Validate the evaluation plan with stakeholders including:
 - methodology
 - responsibility of appropriate personnel for conducting and participating in evaluations
 - performance indicators
 - agreement for data collection, storage and retrieval
 - procedures for editing and disseminating reports
 - agreement of the financing
- 1.5** Identify, develop and assess validity and reliability of evidence gathering instruments, procedures and sources of information
- 1.6** Link cost effective methods utilising an appropriate evaluation model to the purpose of the evaluation

2 Develop performance indicators

- 2.1** Develop performance indicators that link programs, processes and resource use to organisational strategic objectives and/or environmental factors
- 2.2** Develop performance indicators using processes that are planned, inclusive and realistic within available time frames and resources

3 Conduct the evaluation

- 3.1** Gather and analyse program and organisational data to identify past, current and future performance
- 3.2** Identify and record potentially useful information which is not identified in the evaluation plan
- 3.3** Collate and process data relevant to the evaluation
- 3.4** Research and evaluate variations from targets and divergences from trends to determine margins of error and/or repeating patterns
- 3.5** Assess trends in performance in terms of organisational short and long term objectives

- | | |
|---|---|
| 4 Identify options for improvement | 4.1 Identify factors inhibiting performance |
| | 4.2 Review organisational program to include factors that promote performance in line with available resources |
| 5 Report on evaluation findings | 5.1 Document issues and conclusions arising from the analysis conducted |
| | 5.2 Make recommendations to stakeholders on areas of possible improvement |
| | 5.3 Discuss preliminary findings with stakeholders |
| | 5.4 Prepare a range of reports to meet the differing needs of stakeholders |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume Implementation Guides are found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>

Assessment Requirements for DEFEVL006 Evaluate business performance

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and includes:

- evaluating information management systems, policies and procedures of an organisation
- accessing and interpreting the organisation's standards, missions, values and objectives
- seeking information relevant to the evaluation
- developing resources to support the evaluation process
- communicating with key stakeholders in a clear and precise manner
- investigating training and workforce data
- determining and implementing improvement
- creating performance indicators
- developing a valid evaluation plan that includes:
 - methodology
 - responsibility of appropriate personnel for conducting and participating in evaluations
 - performance indicators
 - agreement for data collection, storage and retrieval
 - procedures for editing and disseminating reports
 - agreement of the financing.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- program design considerations (cost, equality, technically valid, ethics)
- quantitative and qualitative methods for monitoring and evaluation

- data management
- ethical considerations
- organisational structures and lines of management authority
- terminology relating to quality evaluation processes
- evaluation models/methods
- records management systems of the organisation
- relevant policy, legislation, codes of practice and national standards, including Commonwealth and state/territory legislation
- business and Human Resource models
- WHS relating to planning and conducting an evaluation.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

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