



Australian Government

PSPGEN037 Monitor performance and provide feedback

Release: 1

PSPGEN037 Monitor performance and provide feedback

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV416A Monitor performance and provide feedback. • Unit code updated • Content and formatting updated to comply with the new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to monitor the work performance of another person and provide feedback.

This unit applies to those working in generalist and specialist roles within the public sector.

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 independently, with supervisory responsibilities, performing complex tasks in a range of familiar and unfamiliar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1. Plan for performance monitoring and feedback	1.1 Identify and agree upon standards for performance monitoring in consultation with stakeholders. 1.2 Provide agreed standards to the parties directly involved in the performance monitoring process. 1.3 Identify or develop performance monitoring processes and guidelines and provide to the parties directly involved.
2. Monitor performance and document outcomes	2.1 Gather evidence relating to performance from a range of sources. 2.2 Assess performance. 2.3 Discuss and document performance monitoring decisions.
3. Provide feedback and determine action	3.1 Provide feedback on the outcome of performance monitoring to the person monitored, and to other personnel as agreed in the relevant guidelines. 3.2 Negotiate agreement on follow-up required with the person monitored, and document an action plan. 3.3 Prepare reports and take further action if necessary where agreement cannot be reached. 3.4 Identify and include learning and development opportunities related to performance standards as required. 3.5 Use ongoing monitoring to ensure that follow-up occurs in accordance with agreement.
4. Review performance monitoring and feedback	4.1 Gather information related to the performance monitoring process from all stakeholders. 4.2 Review the performance monitoring process and amend if necessary to enhance its validity, reliability, efficiency and fairness.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV416A Monitor performance and provide feedback.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPGEN037 Monitor performance and provide feedback

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- communicating with members of a diverse workforce, including negotiating, questioning, clarifying, understanding, active listening, evaluating the ideas and opinions of others
- identifying learning and development opportunities

Knowledge Evidence

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.

- legislation, regulations, policies, procedures and guidelines relating to performance monitoring
- organisation policies, practices and procedures
- workplace performance requirements and issues
- performance monitoring requirements
- expertise in work being performance monitored

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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