



Australian Government

PSPGEN126 Monitor performance and provide feedback

Release: 1

PSPGEN126 Monitor performance and provide feedback

Modification History

Supersedes and is not equivalent to PSPGEN037 Monitor performance and provide feedback.

Application

This unit describes the performance outcomes, skills and knowledge 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. Those undertaking this unit work independently, with supervisory responsibilities, performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

General

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Plan for performance monitoring and feedback.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 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 them to involved parties.

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| 2. Monitor performance and document outcomes. | 2.1. Gather evidence relating to performance.
2.2. Assess performance against required standards.
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 others 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 where agreement cannot be reached.
3.4. Identify and include learning and development opportunities related to performance standards
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 essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is not equivalent to PSPGEN037 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>

Assessment Requirements for PSPGEN126 Monitor performance and provide feedback

Modification History

Supersedes and is not equivalent to PSPGEN037 Monitor performance and provide feedback.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- communicate with different members of the work group to provide and review feedback based on performance monitoring, to include use of the following techniques:
 - negotiating
 - questioning
 - clarifying understanding
 - listening
 - addressing individual needs
 - evaluating the ideas and opinions of others.
- identify learning and development opportunities based on outcomes of performance monitoring.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- legislation, regulations, organisational policies, procedures, and guidelines relating to performance monitoring
- workplace performance requirements and issues
- performance monitoring record-keeping and confidentiality requirements
- feedback and negotiation processes
- principles of evidence-based decision-making frameworks
- expertise in work being performance monitored.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- legislation, regulations, organisational policies, procedures and guidelines relating to performance monitoring
- resources and equipment of the working environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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