



Australian Government

Assessment Requirements for PSPGEN128 Manage performance

Release: 1

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Modification History

Supersedes and is equivalent to PSPGEN060 Manage performance.

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:

- apply legislation, regulations and policies relating to performance management
- give feedback on performance
- address confidentiality requirements
- use effective communication techniques in relation to performance discussions including:
 - listening
 - questioning
 - clarifying
 - negotiating
 - managing conflict
 - addressing individual requirements
- identify future learning and development requirements for area of responsibility.

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 applicable to performance management. Including those related to:
 - confidentiality
 - data protection and record security protocols
 - grievance procedures
 - disciplinary procedures
 - equity and inclusion
 - code of conduct
 - privacy
 - freedom of information
- organisational performance management system
- organisational learning and development system
- impact of learning and development opportunities on performance
- remuneration systems.

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 management
- resources and equipment of the working environment.

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

Links

Companion Volume implementation guides are found in VETNet -

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