



Australian Government

PSPGEN128 Manage performance

Release: 1

PSPGEN128 Manage performance

Modification History

Supersedes and is equivalent to PSPGEN060 Manage performance.

Application

This unit describes the performance outcomes, skills and knowledge required to manage performance in accordance with the organisational performance management system.

This unit applies to those working in generalist and specialist roles within the public sector and other similar organisation environments, including related agencies and statutory authorities. Those undertaking this unit work autonomously, with supervision responsibilities, performing complex tasks in 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. Link individual and workgroup activities to organisational goals.

PERFORMANCE CRITERIA

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

- 1.1. Identify, link and explain the organisation's mission, vision and goals in accordance with each individual's needs.
- 1.2. Align individual and workgroup activities with organisational goals in consultation with workgroup members.
- 1.3. Prioritise individual and workgroup activities.

- | | |
|--|---|
| 2. Set performance standards expectations. | 2.1. Identify and clarify performance standards.
2.2. Consult, negotiate and agree upon performance standards.
2.3. Develop and agree upon performance, learning and development plans to document team and individual performance targets, standards and professional development objectives.
2.4. Develop performance targets and key performance indicators.
2.5. Implement performance plans. |
| 3. Measure performance achievements. | 3.1. Monitor, appraise measure and address individual performance against performance goals and required business outcomes.
3.2. Manage and document disagreement or conflict.
3.3. Recognise and reward outstanding performance in accordance with organisational policies and procedures.
3.4. Identify and implement areas and strategies for improvement to performance and outcomes. |
| 4. Renegotiate performance and learning and development plans. | 4.1. Document and use the results of performance management to identify strengths and performance gaps.
4.2. Capture learning to inform knowledge management strategies and transfer skills to other staff.
4.3. Renegotiate and agree upon performance standards.
4.4. Identify and agree upon learning and development objectives to enhance performance and meet developing organisational and workgroup goals.
4.5. Document agreed performance standards and related professional development. |

Foundation Skills

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

Unit Mapping Information

Supersedes and is equivalent to PSPGEN060 Manage performance.

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 PSPGEN128 Manage performance

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>