



Australian Government

PSPHRM003 Facilitate performance management processes

Release: 1

PSPHRM003 Facilitate performance management processes

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 PSPHR503A Facilitate performance management processes. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to facilitate the organisation's performance management processes to review and enhance employee performance. It includes identifying organisational performance requirements, supporting performance management processes and reporting on performance.

This unit applies to those working in administration roles in the public sector where human resources management is required.

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, performing complex tasks in a familiar context.

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

Competency Field

Human resource management

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. Identify organisational performance requirements	1.1 Confirm position profiles as up-to-date, comprehensive and reflecting business requirements. 1.2 Identify and clarify performance standards where necessary with individuals, supervisors and managers in accordance with position requirements. 1.3 Assess, where relevant, individual performance agreements to confirm agreed requirements. 1.4 Analyse organisational policies and agreements relating to performance management to identify requirements and any performance rewards.
2. Support performance management processes	2.1 Confirm and agree on goals, objectives and required outcomes for the organisation's performance management framework. 2.2 Educate staff and other stakeholders on performance management processes, benefits and the links between performance management and organisational policies. 2.3 Promote and support ongoing two-way performance feedback between the performance manager, the employee, key stakeholders and clients to ensure that performance is managed on a day-to-day basis and not only during formal performance reviews. 2.4 Provide support and advice to performance managers to ensure processes are ethical, objective and inclusive in responding to the needs of the range of business units, position types and diverse employee working and/or learning styles represented within the organisation. 2.5 Provide information and advice to performance managers to assist in responding to inappropriate, under- or over-performance. 2.6 Support performance managers to respond to grievances and appeals.
3. Report on performance	3.1 Obtain and analyse aggregated data relating to performance management across the organisation to identify organisational outcomes and trends. 3.2 Record trends requiring intervention with supporting evidence, and report. 3.3 Identify and report the impact of performance outcomes on career management, retention and succession strategies. 3.4 Integrate organisational performance reports into the business

	planning cycle.
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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 PSPHR503A Facilitate performance management processes.

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 PSPHRM003 Facilitate performance management processes

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.

- working with stakeholders in the performance management process
- undertaking conflict resolution and negotiation
- interpreting and explaining formal documents and assisting others to apply them in the workplace
- providing written advice and reports requiring reasoning and precision of expression

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.

- key components of performance management processes
- organisational goals, policies and procedures related to performance management
- performance standards
- requirements for content and standards of organisational performance reporting
- jurisdictional legislation applying to human resources, including freedom of information, privacy, confidentiality, work health and safety, and environment

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.

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