



Australian Government

Assessment Requirements for SITXHRM012 Monitor staff performance

Release: 1

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Modification History

Not applicable.

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:

- monitor the effectiveness of at least three staff members in relation to at least six of the following standards of performance:
 - adherence to procedures
 - cost minimisation
 - customer service standards
 - level of accuracy in work
 - personal presentation
 - productivity
 - punctuality
 - response times
 - team interaction
 - waste minimisation
- provide supportive feedback and guidance for improving standards of performance to above staff
- conduct structured performance appraisals and formal counselling and training sessions for above staff members, in line with established organisational procedures
- recognise outstanding performance of above staff members as required, according to organisational policies.

Knowledge Evidence

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

- role and importance of monitoring staff performance and providing feedback and coaching
- key elements of performance standards and performance management systems:
 - methods of collecting performance data
 - methods of interpreting performance data
 - processes for performance appraisal interviews
 - type of assessment:

- self
- peer
- team
- productivity indicators
- forms of guidance and support to enhance staff performance:
 - advising on training and development opportunities
 - confirming organisational objectives and key performance requirements
 - ensuring adequate resources are applied
 - providing opportunities to discuss work challenges
 - providing confirmation and corrective feedback
 - representing staff interests in other forums
 - supporting difficult interpersonal situations
- potential solutions to staff performance issues:
 - additional training
 - adjusting workload
 - agreeing on short-term goals for improvement
 - assisting with problems outside of the workplace
 - reorganising work practices
- performance appraisal practices:
 - reasons for performance appraisal
 - format for, and inclusions of, performance appraisal documents
 - methods of appraising performance
- organisational policies and procedures for:
 - performance appraisal interviews
 - formal performance management and counselling sessions:
 - formal notification to staff member and management
 - invited participation of appropriate people
 - organisation of appropriate location for counselling session
 - grievances.

Assessment Conditions

Skills must be demonstrated in a business operation where staff performance is monitored. This can be:

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- organisational policies and procedures:
 - procedures for conducting performance appraisals and formal counselling sessions
 - current performance appraisal and counselling documents

- team members with whom the individual can interact. These can be:
 - team members in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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=68c40a93-e51d-4e0f-bc06-899dff092694>