



Australian Government

SITXHRM012 Monitor staff performance

Release: 1

SITXHRM012 Monitor staff performance

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor staff performance within the framework of established performance management systems. It requires the ability to monitor the day-to-day effectiveness of staff and conduct structured performance appraisals and formal counselling sessions.

The unit applies to senior personnel who operate independently or with limited guidance from others, including dedicated specialist staff or operational supervisors and managers.

It applies to all tourism, travel, hospitality and event sectors.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand 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

Human Resource Management

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Monitor staff performance and provide feedback.

PERFORMANCE CRITERIA

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

- 1.1. Consult with and inform colleagues about expected standards of performance using appropriate communication mechanisms.
- 1.2. Monitor ongoing performance through regular performance appraisals and by maintaining close contact with the workplace and colleagues.

- 1.3. Regularly provide colleagues with guidance and support to enhance their work performance.
- 1.4. Provide recognition and rewards for achievements and outstanding performance.
- 1.5. Identify need for further coaching or training and organise according to organisational policies.
2. Recognise and resolve performance problems.
 - 2.1. Identify and investigate performance problems.
 - 2.2. Use feedback and coaching to address performance problems.
 - 2.3. Discuss and agree on possible solutions with the colleague.
 - 2.4. Follow-up outcomes of informal counselling through review in the workplace.
 - 2.5. Organise and conduct a formal counselling session when needed according to required procedures.
3. Implement performance management systems.
 - 3.1. Implement formal performance management systems.
 - 3.2. Conduct individual performance evaluations openly and fairly.
 - 3.3. Complete and file performance management records.
 - 3.4. Agree on courses of action with colleagues and follow-up in workplace.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Reading skills to:	review staff records and performance management documents.
Writing skills to:	record potentially complex and sensitive information about staff performance.
Oral communication skills to:	provide effective feedback, coaching and counselling to team members.
Problem-solving skills to:	evaluate factors contributing to poor staff performance.
Teamwork skills to:	monitor the performance of individuals and their effect on the team and take corrective action to enhance whole of team performance.

Unit Mapping Information

Supersedes and is equivalent to SITXHRM006 Monitor staff performance.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

Assessment Requirements for SITXHRM012 Monitor staff performance

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.

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