

UNIT CODE	PSPGEN060
UNIT TITLE	Manage performance
APPLICATION	<p>This unit describes the performance outcomes, skills and knowledge required to manage performance in accordance with the organisational performance management system.</p> <p>This unit applies to those working in generalist and specialist roles within the public sector and other similar environments including related agencies and statutory authorities.</p> <p>Those undertaking this unit work autonomously with supervision responsibilities, performing complex tasks in a range of familiar and unfamiliar contexts.</p> <p>The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.</p>
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Link individual and workgroup activities to organisational goals	1.1 Identify, link and explain the organisation's mission, vision and goals in accordance with each individual. 1.2 Align individual and workgroup activities with organisational goals in consultation with workgroup. 1.3 Prioritise individual and workgroup activities.

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

FOUNDATION SKILLS	
<i>Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.</i>	
Reading skills to:	<ul style="list-style-type: none"> ■ analyse and interpret information from organisational policies and practices to inform practice.
Teamwork skills to:	<ul style="list-style-type: none"> ■ select and use appropriate conventions and protocols when communicating with diverse stakeholders.
Planning and organising skills to:	<ul style="list-style-type: none"> ■ plan and prioritise tasks to meet deadlines, manage role responsibilities and to manage own personal welfare.
UNIT MAPPING INFORMATION	Release 1. This unit supersedes and is equivalent to PSPGEN060 Manage performance.
LINKS	Companion Volume Implementation Guide

TITLE	Assessment Requirements for PSPGEN060 Manage performance
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PERFORMANCE EVIDENCE	<p>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 for each of the following:</p> <ul style="list-style-type: none"> ■ 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: <ul style="list-style-type: none"> ○ listening ○ questioning ○ clarifying ○ negotiating and ○ managing conflict ■ identify future learning and development requirements for area of responsibility.
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KNOWLEDGE EVIDENCE	<p>Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:</p> <ul style="list-style-type: none"> ■ legislation including WHS and environment, and regulations, organisation policies, procedures and guidelines relating to performance management including: <ul style="list-style-type: none"> ○ confidentiality ○ data protection and record security protocols ○ grievance procedures ○ disciplinary procedures ○ code of conduct ○ privacy legislation ○ freedom of information ■ organisation's performance management system ■ organisation's learning and development system ■ impact of learning and development opportunities on performance ■ remuneration systems.
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ASSESSMENT CONDITIONS	<p>Skills must be demonstrated at least once in either:</p> <ul style="list-style-type: none">■ a workplace environment or■ a simulated environment. <p>Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.</p> <p>Assessment must ensure access to:</p> <ul style="list-style-type: none">■ legislation, policy, procedures and protocols relating to performance management in the organisation■ performance management processes■ access to previous performance assessments. <p>Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.</p>
LINKS	Companion Volume Implementation Guide