UNIT CODE	PSPGEN037
UNIT TITLE	**Monitor performance and provide feedback**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to monitor the work performance of another person and provide feedback.
	This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently, with supervisory responsibilities, performing complex tasks in a range of 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 or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Plan for performance monitoring and feedback	1.1 Identify and agree upon standards for performance monitoring in consultation with stakeholders. 1.2 Provide agreed standards to the parties directly involved in the performance monitoring process. 1.3 Identify or develop performance monitoring processes and guidelines and provide to involved parties.
2. Monitor performance and document outcomes	2.1 Gather evidence relating to performance. 2.2 Assess performance. 2.3 Discuss and document performance monitoring outcomes.

3. Provide feedback and determine action	3.1 Provide feedback on the outcome of performance monitoring.
	3.2 Negotiate agreement on follow-up required with the person monitored and document an action plan.
	3.3 Prepare reports and take further action where agreement cannot be reached.
	3.4 Identify and include learning and development opportunities related to performance standards.
	3.5 Use ongoing monitoring to ensure that follow-up occurs in accordance with agreement.
4. Review performance monitoring and feedback	4.1 Gather information related to the performance monitoring process from all stakeholders.
	4.2 Review the performance monitoring process and amend if necessary, to enhance its validity, reliability, efficiency and fairness.

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.	
Oral communication skills to:	■ communicate about performance against standards and identify required actions.
Teamwork skills to:	■ establish a shared purpose, common understanding and trust of the performance monitoring process including.
Enterprise and initiative skills to:	■ implement the performance monitoring process and ensure stakeholder engagement and enhance individual performance.
UNIT MAPPING INFORMATION	Release 1. This unit supersedes and is equivalent to PSPGEN037 Monitor performance and provide feedback.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN037 Monitor performance and provide feedback**

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, each of the following:
	
	• communicate with members of a diverse workforce, including:
	  ○ negotiating
	  ○ questioning
	  ○ clarifying understanding
	  ○ listening and
	  ○ evaluating the ideas and opinions of others.
	
	• identify learning and development opportunities based on outcomes of performance monitoring.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: • legislation, regulations, policies, procedures and guidelines relating to performance monitoring • organisation policies, practices and procedures • workplace performance requirements and issues • performance monitoring record keeping requirements • expertise in work being performance monitored.

ASSESSMENT CONDITIONS	Skills must be demonstrated in either: • a workplace environment or • a simulated environment. 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. Assessment must ensure access to: • legislation, policy, procedures and protocols relating to performance monitoring. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

LINKS	Companion Volume Implementation Guide