



CATAPULT

SITXHRM006

Monitor staff performance

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITXHRM006.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/SITXHRM006/>

Trainer/assessor guide

SITXHRM006

Monitor staff performance

Welcome to this unit of study

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.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Monitor staff performance and provide feedback	5
Expected standards of performance.....	5
Monitoring ongoing performance	9
Providing colleagues with support	11
Recognising achievements	14
Identifying need for training.....	15
Check your understanding	21
Topic 2: Recognise and resolve performance problems	23
Investigating performance problems.....	23
Discussing solutions	32
Following up outcomes of informal counselling.....	34
Check your understanding	41
Topic 3: Implement performance management systems	43
Performance management systems	43
Conducting performance evaluations.....	46
Check your understanding	49
References.....	51
Assessment workbook	53
Unit information	55
What is competency-based assessment?.....	56
How will my competency be assessed?.....	57
Assessment agreement.....	58
Foundation skills checklist.....	59
Skills recognition	60
Topic 1: Monitor staff performance and provide feedback	61
Topic 2: Recognise and resolve performance problems	62
Topic 3: Implement performance management systems	63
Knowledge questions	64
Topic 1: Monitor staff performance and provide feedback	65
Topic 2: Recognise and resolve performance problems.....	75
Topic 3: Implement performance management systems	80
Performance tasks	84
Third party evidence collection agreement	85
Topic 1: Monitor staff performance and provide feedback	86
Topic 2: Recognise and resolve performance problems	88
Topic 3: Implement performance management systems	89
Completion record	90
Unit mapping and assessment checklist	91
Trainer/ assessor user instructions	94

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Monitor staff performance and provide feedback
- » Recognise and resolve performance problems
- » Implement performance management systems

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
