Knowledge Evidence:

To complete the unit requirements safely and effectively, the individual must:

- Outline relevant legislative and regulatory requirements
- Outline relevant awards and certified agreements
- Explain performance measurement systems utilised within the organisation
- Explain unlawful dismissal rules and due process
- Describe staff development options and information

Assessment Conditions:

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- **Relevant** legislation
- Workplace documentation and resources
- tesale.co.uk Case studies and, where possible, real situations
- Interaction with others.

Assessors must satisfy NVR/AQTF assessor requirerets

Links:

esitenttp://www.ibsa.org.au/companion_volumes -Companion volume org.au/companie http://

Any observations and practical assessments must be recorded in the observation checklist. All practical tasks should be demonstrated during the length of the course. As the instructor, you must maintain a record demonstrating the date of the practical activities and any comments relevant to the performance of each student. Where a student is not able to demonstrate competence in a practical observation activity, further questioning should be put in its place.

As the instructor, you could be assessing the student's literacy, numeracy and language skills, as well as the content and context of his/her answers.

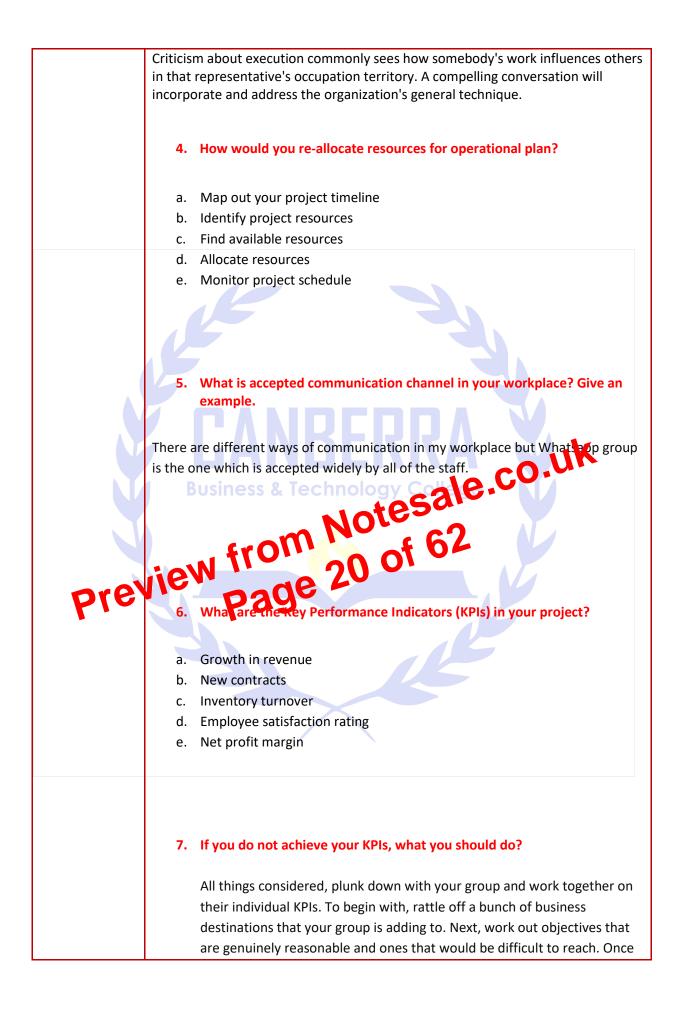
In some cases, you will have to adjust and amend the assessment tools, using different and varied methods (such as oral assessment), to allow students to be assessed according to their needs and abilities.

			1	Γ
7.	Assess performance:			
	Did the learner demonstrate that they could	- A		
	design performance management and	1		
	review processes to ensure consistency with			
	organisational objectives and policies?			
8.	Assess performance:			
	Did the learner demonstrate that they could	- -		
	train participants in the performance			
	management and review process?			
9.	Assess performance:			
	Did the learner demonstrate that they could			
	conduct performance management in			
	accordance with organisational protocols			
	and timelines?			
10.	Assess performance:			
	Did the learner demonstrate that they could			
	monitor and evaluate performance on a			
	continuous basis?			
11.	Provide feedback:			
	Did the learner demonstrate that they could			H MK
	provide informal feedback to staff on a			10 CO.
	regular basis? Business & Tech	nology		le.co.uk
12.	Provide feedback:	Int	52	
	Did the learner demonstrate that they could		6	
	advise relevant people where there is poor	` ^	V 7	
	performance and Exe necessary actions	<u>y v</u>		
13.	Polide eedback:			
	Die the learner demonstrate that they could			
	provide on-the-job coaching when			
	necessary to improve performance and to			
	confirm excellence in performance?			
14.	Provide feedback:			
	Did the learner demonstrate that they could			
	document performance in accordance with			
	the organisational performance			
	management system?			
15.	Provide feedback:			
		1		
	Did the learner demonstrate that they could			
	Did the learner demonstrate that they could conduct formal structured feedback	\checkmark		
	-	•		
	conduct formal structured feedback	~		

Activities

Activity 1.1

Estimated Time	45 Minutes					
Objective	To provide you with an opportunity to consult relevant groups and individuals					
	on work to be allocated and resources available.					
Activity	There are three goals that impact on a manager's decision-making process. List and briefly explain each in your own words.					
	Strategic Goals					
	Strategic objectives are proclamations of what your association might					
	want to accomplish throughout the following five to ten years. These					
	objectives are created from the mission and vision articulation and					
	the SWOT investigation that you complete of the climate of the association.					
	Tactical Goals					
	Tactical objectives and destinations much the association's vital					
Dre	objectives. They demonstrate what level of accomplishment is vital in the division the association.					
	Operational objectives are controlled by the most minimal degree of the					
	association and identify with explicit groups inside every division. They centre round					
	the obligations of individual representatives. Utilizing the model where the strategic					
	objective of the business division is to get preparing to build deals by 5%, singular					
	representatives at that point apply their new abilities to guarantee that business					
	increments.					



Activity 2.1

Estimated Time	45 Minutes				
Objective	To provide you with the chance to design <i>performance management</i> and review				
	processes to ensure consistency with organisational objectives and policies.				
Activity	What is a performance management system?				
	A presentation the executives' framework is a system for following the				
	exhibition of representatives reliably and quantifiably. It permits the				
	organization to guarantee that representatives and offices over the				
association are working successfully towards accomplishing the busi					
	objectives.				
	Case study question – read the following:				
	Job Description				
	Purpose of the position				
	The Administrative Clerk is responsible for providing administrative and clerical				
	services in order to ensure effective and efficient operations.				
	The Administrative Clerk reports to the Senes Administrative Officer and is				
	responsible for providing admin static and clerical services. Providing these services in an effective and efficient manner will enjure that municipal operations				
	are maintained in the effective an hefficient manner.				
pre'	Responsibilities				
PI-	P 45				
	1) Provide administrative support to ensure that municipal operations are				
	maintained in an effective, up to date and accurate manner				
	Main Activities:				
	Type correspondence, reports and other documents				
	Maintain office files				
	Open and distribute the mail				
	Take minutes at meetings				
	Distribute minutes				
	 Coordinate repairs to office equipment 				
	2) Provide support to Council to ensure that Council is provided with the				
	resources to make effective decisions				
	Main Activities:				
	Maintain confidential records and files				
	Maintain records of decisions				
	 Arrange for payment of honorariums Becoarch and assist with the proparation of motions, policies and 				
	Research and assist with the preparation of motions, policies and procedures				
	procedures				

3. Write a brief note on "Constructive feedback improves performance".

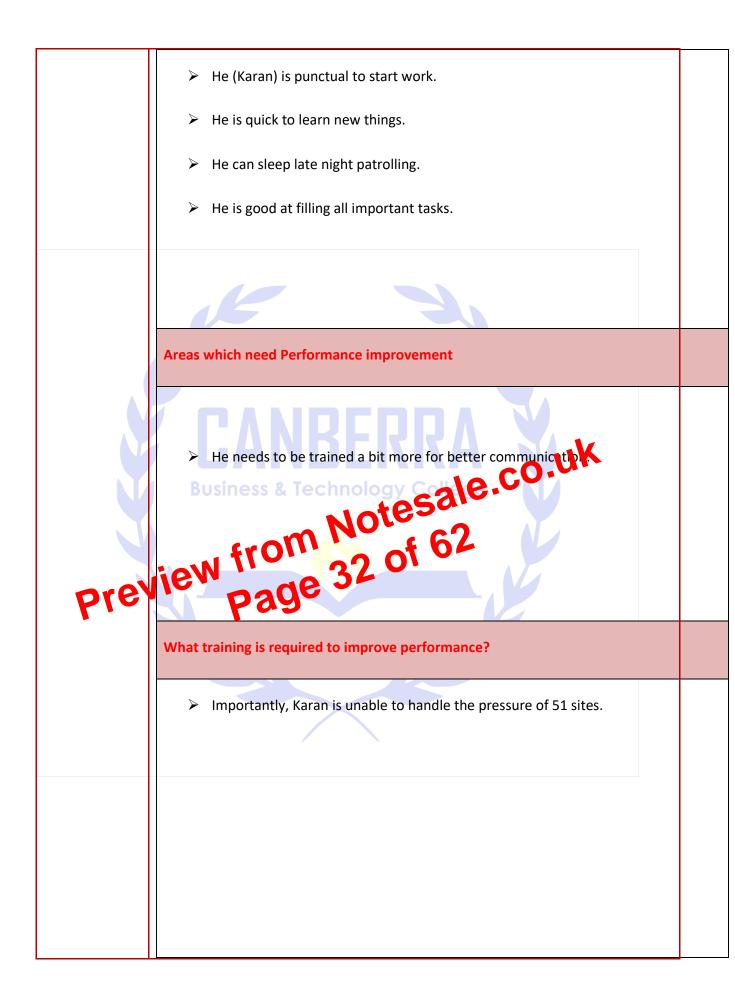
- Input about what individuals are doing well can bring about expanded commitment both with their work and their partners. A portion of the advantages of expanded commitment incorporate solace with sharing ground-breaking thoughts and bringing up issues that should be tended to.
- Positive criticism bolsters a specific norm of work

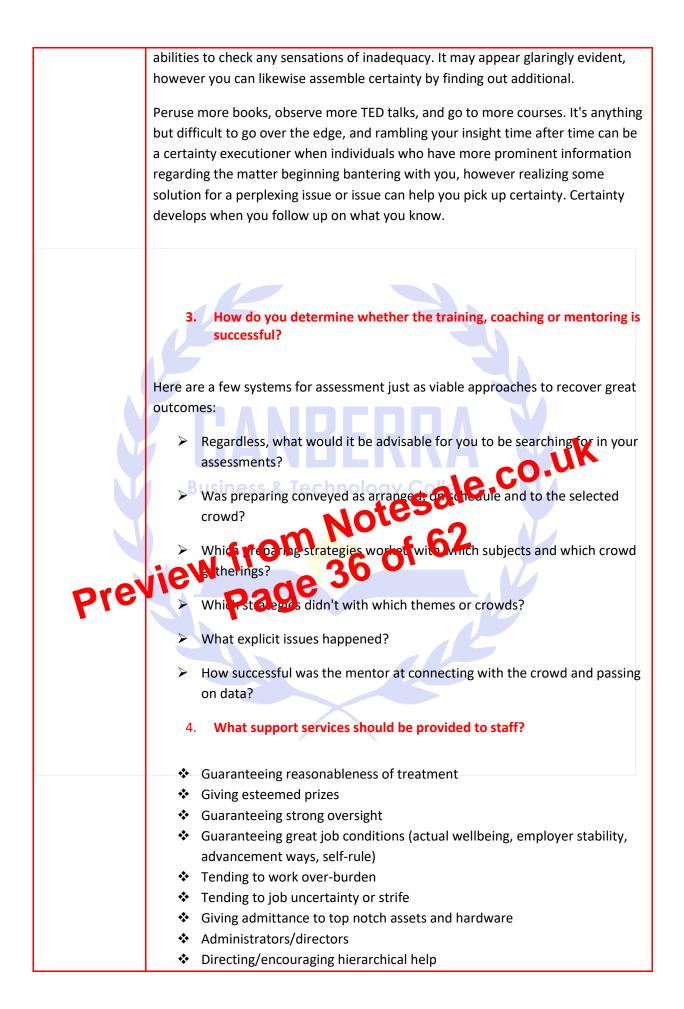
Giving and getting positive input that lines up with your association's guidelines can help you and your partners keep up the nature of conduct and work that your manager anticipates. This can help you be effective in your job and make room for raises and advancements.

Positive criticism creates performance poritive input can improve certain abilities and characteristics) regardless of whether you are as of now a superior worker or it an administration rosition. Improving execution can repaid efficiency and man additions both for your vocation and your association.

Positive criticism is savvy.

- Building up a steady, positive climate can both increment efficiency and lessen weakening inside groups. Together, these amount to cost investment funds because of important, reliable input among associates and from managers to coordinate reports.
- 4. What are effective ingredients of feedback?
- Frequent
- Specific and factual
- Mission oriented





	 Public: When a worker makes a guarantee that is followed in a public spot, they are probably going to respect it to watch their standing and try not to allow the gathering to down. This could be inside a task meeting, by lifting their hand at a staff occasion or consenting to convey something before a customer. Dynamic: Promises ought not be acknowledged or mentioned latently. The circumstance of conveyance and potential clashes should be dealt with preceding making a responsibility. For instance, you would check your schedule for any contentions prior to consenting to meet with a customer on a particular date.
	 Wilful: Team individuals ought not to be forced into making a guarantee. Guarantees should be painstakingly haggled to permit the guarantee producer to hold responsibility for responsibility, expanding responsibility. It tends to be simple for workers to feel under tension in a gathering climate, however one approach to battle this is to save any solicitations for help open and not coordinated at any one person. Express: Promises should be clear and brief, clarifying who will do what, by when. This can be made simpler by taking note of a guarantee recorded as a hard copy, for instance in the minutes of a
Pre	www.samewave.com. (INSI) The Most Effective Performance Management Systems for 2019 (With Louples). [online] Avriative at: https://www.samewave.com/posts/performance- management-systems-why-promise-based-management-works
	17. What are your organization's policies on Workplace Health and Safety, environmental issues, equal employment opportunity and anti- discrimination? Associations use arrangements and strategies to diagram rules layout
	approaches to manage issues. Association's arrangements and methodology to cause representatives to comprehend the association's perspectives and qualities on explicit issues, and what will happen in the event that they are not followed. Arrangements are general articulations of how an association need to carry on and systems characterize precisely how to manage a responsibility or

Appendix Eight: Performance Plan

Performance Plan						
Key Result Area	from Notesale.	from Notesale.				
Performance Plax Key Result Area NoteSale.co.log Key Performance Indicator Marget Even page 61 Audience engagement, promotions and sales increment Activity Targets/Measures/Millestones/Timing Results/Comments						
Activity	Targets/Measures/Milestones/Timing	Results/Comments				
Posting Promotions	Regular clients	Dozens of news regular clients have come across.				
Frequent Replies	Responsible face value	Work space has value for its customers				
Consent taking	Acceptance and showing "not to be misused"	Reliability				