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**Unit 5: Manage People Performance**

Unit of Competency – BSBMGT502

Performance Evidence

**Workplace Assessment**

**There are 4 Parts to this assessment**.

Part 1 is to be completed after finishing Topic 1 “Allocate work”,

Part 2 is to be completed after finishing Topic 2 “Assess performance”,

Part 3 is to be completed after finishing Topic 3 “Provide feedback”,

Part 4 is to be completed after finishing Topic 4 “Manage follow up”.

**Part 1 – Allocate Work**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the first topic *‘*Allocate work’*.*

In this assessment you will need to develop a work-plan for one of your team members.

**Question 1**

Who are the stakeholders who will be impacted by you implementing a work plan for your team member?

**Your Response:**

**Question 2**

Consult with relevant stakeholders, what was their input?

**Your Response:**

**Question 3**

Review the organisations Operational Plan – how does this impact your work allocation?

**Your Response:**

**Activity 1**

Develop KRAs for your staff member and list 3 key responsibilities under each KRA.

|  |  |
| --- | --- |
| **Key Result Areas** | **Key Responsibilities** |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |

**Question 4**

Now that you have developed your KRAs meet with your staff member to discuss them and gain their input and agreement. What was the outcome of that meeting? (200 words)

**Your Response:**

**Question 5**

What risks may occur as a result of following this work plan. And what Risk Management will you put in place? (200 words)

**Your Response:**

*Please return online and continue with Topic 2 –* Assess performance*.*

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**Part 2 – Assess Performance**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the second topic *‘*Assess performance’*.*

Conduct a Performance Review with a staff member in line with organisational processes.

**Question 1**

Reflect on the Performance Review using the WWW-TALA review model.

What went well?

**Your Response:**

What will you ‘Take a Look at’?

**Your Response:**

**Question 2**

What staff development options did you explore?

**Your Response:**

**Question 3**

How did you document the meeting in line with your organisational processes?

**Your Response:**

**Activity 1**

Based on the results of your meeting refine your team members Work Plan where required.

|  |  |
| --- | --- |
| **Key Result Areas** | **Key Responsibilities** |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| 6. |  |

*Please return online and continue with Topic 3 –* Provide Feedback*.*

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**Part 3 – Provide Feedback**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the third topic *‘*Provide feedback’*.*

**Question 1**

Why is feedback so important for managing performance? What were some of the concepts covered in this unit related to feedback? (200-300 words)

**Your Response:**

**Question 2**

Why is Recognition, Reward and Encouragement important for managing performance? What were some of the concepts covered in this unit related to Recognition? (200-300 words)

**Your Response:**

**Activity 1**

Provide 2x recent examples of how you have reinforced exceptional behaviour or performance. What was the impact?

1.

2.

**Question 3**

Why is coaching so important for managing performance? What were some of the concepts covered in this unit related to coaching performance and behaviour? (200-300 words)

**Activity 2**

Provide 2x recent examples of how you have coached or corrected poor behaviour or performance. These should be examples of corrective action before entering the counseling process. What was the impact?

1.

2.

*Please return online and continue with Topic 4 –* Manage follow up*.*

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**Part 4 – Counselling & Disciplinary Action**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the fourth topic *‘*Manage follow up’*.*

In this Part, you are required to complete steps 1 - 3.

**Step 1 – Prepare to Counsel, Discipline, Terminate**

Prepare a counseling interview, a disciplinary interview and a termination interview. You can either use 1) a work situation or 2) the Aqua Vitae scenario provided below.

**Scenario:**

Having spent many years in leadership and management you have become financially secure enough to retire, spend your time surfing and relaxing at the beach with enough income coming in from your business (18 months old).

You are the owner of **Aqua Vitae** a funky ‘hole in the wall’ style café just off the main beach of Bondi in NSW. The key to your success is minimal overheads and serving up delicious hot coffee to all the early risers and beach going folk.

You employ just **3 staff** – 3 working 21 hours each. The operating hours are 7:00am-3:00pm and one staff member is enough except on Saturdays and Sundays when there are extra staff on from 9:00am-12:30pm.

On Tuesday the 21st of March at 9am you are out surfing and a friend of yours Victor paddles out to see you. He enquires as to what time the Café open as he hoped to get a coffee at 7:45am when he went past but it was shut. He says it was the same last Tuesday too. You know that your Staff Member Whitney Balco was meant to be working both those day and have the store open by 7:00am.

**Student Instructions:**

Using the below Aqua Vitae Policies and Procedures prepare the Counselling, Disciplinary and Termination interviews. You will then need to perform the interviews if the policies and procedures dictate it.

**Role Play:**

**Student – conduct the interviews as required**

**Role Play Participant**

**Counselling**

* Admit to being 3 hours late
* Apologise
* Agree to conform

**Discipline**

* Go ‘Feral’ use one of the 5 Predictable Negative Responses we have discussed: Anger, Crying, Denial, Blame & Passive
* Accuse the manager of Bullying

**Termination**

* Play fair, and don’t disagree with the manager

**Policies and Procedures**

Although you own a small organisation you knew it would be important to have paperwork in place to run the business smoothly.

**In the Employee Contract:**

*“Employed for 21 hours per week as per the fortnightly roster”*

**In the Employee-Signed Code of Conduct:**

*“All employees shall report to work on or before their start time. If for whatever reason this is not possible they shall call and inform the owner of the inability to make it on time”*

**Excerpts From the Performance Management policies:**

*Aqua Vitae believes in putting people first when it comes to Performance Management. The objective of any approach should be to get the individual back on track and performing well.*

*In the first instance of a breach of policy, performance or poor behaviour staff are given an opportunity to respond through the Counselling Process. Refer Aqua Vitae Counselling Template.*

*In the second instance of the same breach of policy, performance or poor behaviour staff Aqua Vitae will employ the Disciplinary Process and issue a 1st and final written warning.*

*Aqua Vitae has a Grievance, and EAP procedure which should be offered to staff in the disciplinary stage.*

*In the third instance of the same breach of policy, performance or poor behaviour staff Aqua Vitae will Terminate the employee.*

*All Counselling, Disciplinary and Termination interviews must be recorded. The Aqua Vitae process for recording these interviews is to use the Counselling, Disciplinary and Termination Templates, record the employees responses and have both parties sign the document.*

*When terminating a staff member an opportunity to respond must be given. They are entitled to any leave accrual and their wage will be paid out until the end of that week and 1 additional week.*

**Activity 1**

Prepare a Counseling Interview using Aqua Vitae’s Counseling Procedure below.

You will then Role Play the Counselling Interview which will be considered an assessment piece. Should you not perform this task satisfactorily, you will be given another opportunity to be assessed.

# **Aqua Vitae - Counselling Procedure**

|  |  |
| --- | --- |
| **Others:** |  |
| **Self:** | As your manager I need to discuss an issue (remember to have examples/facts) |
| **Scene:** | Today I would like to discuss the following with you:Your Response to the Issue/Your Version of the EventsThe Impact **What Changes (if appropriate)**  Expected change of performance &/or behaviour  Time Frames (include suggested support/training) Date of ReviewClarify the Consequences (if appropriate) |
| **Result:** | As a result you can go back into the workplace and perform/behave as expected and agreed. |

**Activity 2**

Whitney has been late again, you have seen her show up at 7:45 and 7:30 twice in the last week.

Prepare a Disciplinary Interview using Aqua Vitae’s Counselling Procedure below.

You will then Role Play the Disciplinary Interview, which will be considered an assessment piece. Should you not perform this task satisfactorily, you will be given another opportunity to be assessed.

**Aqua Vitae - Disciplinary Procedure**

|  |  |
| --- | --- |
| **Self:** | As your manager I need to discuss an issue (remember to have examples/facts) |
| **Others:** | Introduce witnesses/support people |
| **Scene:** | Today I would like to discuss the following with you:Your Response to the Allegations/IssueThe Impact **What Changes (Action Plan)**  Expected change of performance &/or behaviour  Time Frames (include suggested support/training) Date of ReviewClarify the Consequences |
| **Objective:** | My Objective is to clarify and get you back on track |
| **Result:** | As a result you can go back into the workplace and perform/behave as expected and agreed. |
| **Document** | Fill in the participants responses in blue text and have them sign below. Store this document in the employee file.  Managers Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Managers Name:  Employees Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Employees Name |

**Activity 3**

There has still been no improvement in Whitney’s performance. You must now move to terminate her employment.

# **Aqua Vitae - Termination Procedure**

|  |  |
| --- | --- |
| **Self:** | As your manager I need to discuss the issues we have been discussing recently |
| **Others:** | Introduce witnesses/support people |
| **Scene:** | Today I would like to discuss the following with you:The Process that we have followed so far **The Opportunities we have given you to get back on track**  **Now we have made the decision to terminate. What are your comments and responses?** Process from here (logistics) |
| **Document** | Fill in the participants responses in blue text and have them sign below. Store this document in the employee file.  Managers Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Managers Name:  Employees Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Employees Name |

**Step 2 – Conduct a Counseling, Disciplinary and Termination**

Conduct a counseling interview, a disciplinary interview and a termination interview base on the preparation you have done in Part 1.

If you are unable to conduct these there are 2 other options available for sign off:

1. Attend a Proteus Implementation Day
2. Arrange an appointment with your Proteus Coach

**Step 3 - Manager’s Sign Off**

Once you have completed all the above meet with your manager to gain feedback and get sign off for this Unit. *Please note, your manager must provide written feedback in the space below*

If you are unable to meet with your manager there are 2 other options available for sign off:

1. Attend a Proteus Implementation Day
2. Arrange an appointment with your Proteus Coach

|  |  |  |
| --- | --- | --- |
| **Manage People Performance – Workplace Assessment** | **Yes** | **No** |
| Did the student consult with relevant stakeholders to identify work requirements, performance standards and agreed performance indicators? |  |  |
| Did the student develop work plans and allocate work to achieve outcomes efficiently and within organisational and legal requirements? |  |  |
| Did the student monitor, evaluate and provide feedback on performance and provide coaching or training, as needed? |  |  |
| Did the student reinforce excellence in performance through recognition and continuous feedback? |  |  |
| Did the student seek assistance from human resources specialists where appropriate? |  |  |
| Did the student keep records and documentation in accordance with the organisational performance management system? |  |  |
| **Feedback – Skills Performance** |  |  |
| What feedback can you give you the staff member regarding the standard of their performance in these skills listed above? (50-100 words). Please consider areas of success and areas of development. | | |

**Managers Name:**

**Managers Job Title:**

**Managers Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:**

**ASSESSMENT INSTRUCTIONS**

This is the end of the Workplace Assessment.

Please now go online to the topic menu for ‘Unit 5 – Manage People Performance’ click on the box **‘Workplace Assessment’** to submit your Workplace Assessment.

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**Grading and Feedback.**

Feedback will be provided for each question through the Online Learning System. You will receive an email notification of feedback being posted.

If there are any required changes you will be given an opportunity to resubmit.

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