

COORDINATE EMPLOYEE PERFORMANCE MANAGEMENT

UNIT CODE: 0413 451 15A

TVET CDACC UNIT CODE: BUS/OS/HRM/CR/04/5/MA

UNIT DESCRIPTION:

This unit specifies the competencies required to coordinate performance management. It involves coordinating development of organizational work plan, coordinating performance evaluation and coordinating performance appraisal.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements. <i>Bold and italicized terms are elaborated in the Range</i>
1. Coordinate development of organizational work plan	1.1 Departmental objectives are set based on organizational objectives 1.2 Individual targets are set based on departmental objectives 1.3 Resources requirement are identified based on set targets
2. Coordinate performance evaluation	2.1 Individual performance is monitored as per set targets 2.2 <i>Evaluation of performance</i> targets is carried out as per HR manual 2.3 Performance evaluation report is prepared as per performance evaluation.
3. Coordinate performance appraisal	3.1 <i>Methods of performance appraisal</i> are determined as per HR manual 3.2 Appraisal is conducted based on HR manual 3.3 Performance feedback is given based on the worker's performance. 3.4 Motivation, sanction or interventions are initiated as per HR manual.

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Evaluation of performance may include but not limited to:	1.1 Job classification 1.2 Factor comparison 1.3 Job ranking 1.4 Market pricing 1.5 Paired comparison ranking 1.6 Analytical matching
2. Methods of performance appraisal may include but not limited to:	2.1 Management by Objectives 2.2 Rating method 2.3 360-degree feedback 2.4 Critical incident appraisal 2.5 Work standards approach 2.6 Ranking method 2.7 Open- ended method 2.8 Essay appraisal

REQUIRED KNOWLEDGE AND SKILLS

This section describes the knowledge and skills required for this unit of competency.

Required Knowledge

The individual needs to demonstrate knowledge and understanding of:

- Emerging issues
- Performance management
- Work place procedures
- Human resource procedures and manuals
- Management functions
- Duties and responsibilities of job families in the organization

- Human resource legislations, policies and regulations
- Development and administration of data collection tools
- Training principles

Required Skills

The individual needs to demonstrate the following required skills:

- Communication
- Data analysis and presentation
- Listening
- Team building
- Time management
- Conflict management and resolution
- Decision making
- Emotional intelligence
- Public relation
- Negotiation
- Computer application
- Interpersonal Relations
- Crisis management,
- Report writing
- Data analysis and presentation

EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and understanding and range.

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Set departmental objectives as per organization objectives 1.2 Set individual targets as per departmental objectives 1.3 Carried out evaluation of performance targets as per HR manual 1.4 Determined method of performance appraisal as per HR manual 1.5 Conducted appraisals as per HR manual
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2. Resource Implications	The following resources must be provided: 2.1 Access to relevant workplace where assessment can take place 2.2 Appropriately simulated environment where assessment can take place 2.3 Materials relevant to the proposed activity or tasks
3. Methods of Assessment	Competency may be assessed through: 3.1 Practical Assessment 3.2 Projects 3.3 Portfolio of evidence 3.4 Third party report 3.5 Written Test 3.6 Oral questions
4. Context of Assessment	4.1 Competency may be assessed in a workplace or simulated work environment.
5. Guidance information for assessment	5.1 Holistic assessment with other units relevant to the industry sector and workplace job role is recommended.