**Assignment Task for Unit: Understanding performance management**

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| **Centre Number:** | **Centre Name:** | |
| **Learner Registration No:** | **Learner Name:** | |
| **TASK**  The purpose of this unit is to enable you to understand the value of performance management techniques and how to apply them in a fair and objective manner.  The task requires you to explain the value of performance assessment, to appropriately identify at least two ways to ensure fair and objective formal assessment giving an explanation of how to set correct SMART objectives, how to set performance standards and how to measure performance against agreed standards for a team member.  The importance of feedback to improve performance should then be explained as well a description of how to give effective feedback.  Finally you should identify at least two potential areas of underperformance in the workplace as well as two appropriate causes for failure to meet agreed performance levels and a description of at least two appropriate actions to restore performance.  **NOTE:**  *You may want to relate your answers to an organisation that you work in. If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacity.*  *You should plan to spend approximately 8 hours researching your workplace context, preparing for and writing or presenting the outcomes of this assignment for assessment. The 'nominal' word count for this assignment is 1200 words: the suggested range is between 1000 and 2000 words.*  *Check your assignment carefully prior to submission using the assessment criteria.* | | |
| *Please use the sub-headings shown below when structuring your Assignment* | | Assessment Criteria |
| **The value of assessing performance** | | * Describe the value of formal and informal performance assessment in the workplace *(8 marks)* * Explain the role of the first line manager in performance management *(4 marks)* |
| **Know how to manage performance of individuals in the team** | | * Identify ways to ensure fair and objective formal assessment *(12 marks)* * Explain how to set SMART objectives for a team member *(12 marks)* * Explain how to set performance standards for a team member *(8 marks)* * Explain how to measure performance against agreed standards *(8 marks)* |
| **Understand the value of feedback in the workplace** | | * Explain the importance of feedback to improve performance *(12 marks)* * Describe how to give effective feedback *( 8 marks)* |
| **Know how to manage underperformance in the workplace** | | * Identify potential areas of underperformance in the workplace *(8 marks)* * Identify causes for failure to meet agreed performance levels *(8 marks)* * Describe actions to restore performance to acceptable levels *(12 marks)* |
| **By submitting I confirm that this assignment is my own work** | | |