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Business Works is a series of training and assessment resources developed for qualifications within the Business Services Training Package.

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| --- | --- |

[Introduction 4](#_heading=h.gjdgxs)

[Assessment Task 1: Knowledge questions 5](#_heading=h.30j0zll)

[Assessment Task 1: Checklist 8](#_heading=h.2et92p0)

[Assessment Task 2: Project 10](#_heading=h.tyjcwt)

[Assessment Task 2: Checklist 16](#_heading=h.1t3h5sf)

[Final results record 20](#_heading=h.2s8eyo1)

| A close up of a logo  Description automatically generated | **Introduction** |
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The assessment tasks for *BSBLDR522 Manage people performance* are outlined in the assessment plan below. These tasks have been designed to help you demonstrate the skills and knowledge that you have learnt during your course.

Please ensure that you read the instructions provided with these tasks carefully. You should also follow the advice provided in the *Business Works Student User Guide*. The Student User Guide provides important information for you relating to completing assessment successfully.

**Assessment for this unit**

*BSBLDR522 Manage people performance* the skills and knowledge required to manage the performance of staff that are direct reports.

For you to be assessed as competent, you must successfully complete two assessment tasks:

* Assessment Task 1: Knowledge questions – You must answer all questions correctly.
* Assessment Task 2: Project – You must work through a range of activities and complete a Project Portfolio.

| A close up of a logo  Description automatically generated | **Assessment Task 1: Knowledge questions** |
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**Information for students**

Knowledge questions are designed to help you demonstrate the knowledge which you have acquired during the learning phase of this unit. Ensure that you:

* review the advice to students regarding answering knowledge questions in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

|  | **Assessment information**  Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * the maximum time allowed for completing this assessment task * whether or not this task is open-book.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix C of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |
| --- | --- |

**Questions**

Provide answers to all of the questions below:

1. Explain the key provisions of the Fair Work Act 2009.
2. Explain the key provisions of each of the following Acts:
3. The Racial Discrimination Act 1975
4. Sex Discrimination Act 1984
5. Disability Discrimination Act 1992
6. Explain the purpose of the National Employment Standards and the 10 minimum entitlements.
7. Explain the use of modern awards in workplaces.
8. Identify at least two examples of modern awards using the Fair Work Ombudsman website. Write down the name of the award and the minimum wages under the award and minimum working hours.
9. Outline the purpose of an enterprise agreement and with which entity must the agreement be registered.
10. Outline minimum terms and conditions that must be included in an enterprise agreement.
11. Explain the process of performance management and the purpose of using performance management systems in the workplace.
12. Explain two types of performance management systems that can be used at work.
13. In what form must an employer provide an employee with notice of termination?
14. Under the Fair Work Act, what amount of notice must be given to employees who have worked for a company for less than one year?
15. List two types of employees to whom notice of termination would not need to be provided.
16. Under what circumstances is an employee entitled to redundancy pay?
17. Explain at least three circumstances that can constitute unfair dismissal.
18. Which circumstances must apply for the Fair Work Commission to determine that an employee has been unfairly dismissed?
19. Outline five ways of that staff can develop skills at work
20. As a manager, list three types of information that you could provide to staff to help them to develop their knowledge base.
21. List the information that can generally be found in a risk management plan. Include at least four different types of information.
22. List four examples of organisational of human support services.

**Assessment Task 1: Checklist**

| Student’s name: | | | | |
| --- | --- | --- | --- | --- |
| Did the student provide a sufficient and clear answer that addresses the suggested answer for the following? | Completed successfully? | | Comments | |
| Yes | No |  | |
| Question 1 |  |  |  | |
| Question 2a |  |  |  | |
| Question 2b |  |  |  | |
| Question 2c |  |  |  | |
| Question 3 |  |  |  | |
| Question 4 |  |  |  | |
| Question 5 |  |  |  | |
| Question 6 |  |  |  | |
| Question 7 |  |  |  | |
| Question 8 |  |  |  | |
| Question 9 |  |  |  | |
| Question 10 |  |  |  | |
| Question 11 |  |  |  | |
| Question 12 |  |  |  | |
| Question 13 |  |  |  | |
| Question 14 |  |  |  | |
| Question 15 |  |  |  | |
| Question 16 |  |  |  | |
| Question 17 |  |  |  | |
| Question 18 |  |  |  | |
| Question 19 |  |  |  | |
| Task outcome: | * Satisfactory | | | * Not satisfactory |
| Assessor signature: |  | | | |
| Assessor name: |  | | | |
| Date: |  | | | |

| A close up of a logo  Description automatically generated | **Assessment Task 2: Project** |
| --- | --- |

**Information for students**

In this task, you are required to demonstrate your skills and knowledge by working through a number of activities and completing and submitting a project portfolio.

You will need access to:

* your learning resources and other information for reference
* *Project Portfolio* template
* *Simulation Pack* (if you need a case study).

Ensure that you:

* review the advice to students regarding responding to written tasks in the *Business Works Student User Guide*
* comply with the due date for assessment which your assessor will provide
* adhere with your RTO’s submission guidelines
* answer all questions completely and correctly
* submit work which is original and, where necessary, properly referenced
* submit a completed cover sheet with your work
* avoid sharing your answers with other students.

|  | **Assessment information** |
| --- | --- |
| Information about how you should complete this assessment can be found in Appendix A of the *Business Works Student User Guide*.Refer to the appendix for information on:   * where this task should be completed * how your assessment should be submitted.   *Note*: You must complete and submit an assessment cover sheet with your work. A template is provided in Appendix B of the Student User Guide. However, if your RTO has provided you with an assessment cover sheet, please ensure that you use that. |

**Activities**

Complete the following activities:

1. Carefully read the following:

| Atom | This project requires you to manage the performance of two team members and one team. As part of the assessment, you will:   * understand your organisation’s performance management requirements. * allocate work to team members and your team. * manage the performance of your team and individual team members. |
| --- | --- |
|  | Vocational education and training is all about gaining and developing practical skills that are industry relevant and that can help you to succeed in your chosen career. For this reason, we are giving you the choice to base this project on your own business, one you work in or a familiar with, or you can use the case study provided. This will mean that you are applying your knowledge and skills in a relevant, practical and meaningful way to your own situation! |
|  | If you are using your own business, it is important that you are able to access enough information for your chosen business in order to be able to do your assessment. You are required to manage the performance of one team and two individuals. The team members must be able to perform work tasks related to the operational plan. As a minimum your organisation must have an operational plan, a risk management plan and policies and procedures relevant to performance management and communication. You must also have access to data or information to monitor, evaluate and provide feedback to the team members (take a look at Section 3 of your Project Portfolio for more information).  If you are using the case study, the information required to complete this assessment is contained in the Simulation Pack. |
|  | You will need to communicate with team members and a colleague/superior. Your communication may be either directly with actual staff members or fellow students/your assessor can play the roles of relevant people/parties. Communication can be in any appropriate format (e.g., face to face, video conference, email) as long as it meets the requirements outlined in the Project Portfolio.  You will be collecting evidence for this unit in a Project Portfolio. The steps you need to take are outlined below. |

1. Preparation

| Person eating | Make sure you are familiar with the organisation you are basing this assessment on and have read through the necessary background information (either your own business, or the case study provided in the Simulation Pack). If you’re basing this assessment on your own choice of business, have your business approved by your assessor.  Complete *Page 4* of your *Project Portfolio* for this unit.  Read through the requirements of *Section 1, 2 and 3* of your *Project Portfolio*. |
| --- | --- |

1. Understand performance management requirements

| Person eating | Complete Section 1 of your Project Portfolio. To do this, you need to:   * explain how your role supports people performance management and the daily operations of your organisation. * describe the roles and responsibilities of your team and two team members. * identify and summarise the legal requirements to perform your role, allocate work and manage/review people performance. * identify and summarise organisational requirements for your role, work allocation and people management:   + including as a minimum the operational plan, risk management plan, performance management policies and procedures and communication protocols).   + considering performance review, feedback (formal and informal), performance improvement opportunities, underperformance and rewards and recognition. * review your organisation’s performance management and processes according to the legislation, organisational objectives and policies. |
| --- | --- |

1. Allocate work

| Chat | Consult with a relevant person or group (e.g. the CEO or executive team) regarding work that must be allocated to staff. |
| --- | --- |
|  | Your consultation should include a discussion:   * of operational requirements (outlined in the operational plan) for the next 12 months (including time frames). * of work you are responsible for (that must be allocated within your team). * of the resources which are available to do the work. * to develop and agree on the required performance standards and KPIs.   Consultation can take place in any appropriate format (e.g. email, telephone call, executive team meeting, meeting with the CEO etc.) as long as it adheres to your organisation’s requirements, policies and procedures. |
| Person eating | Start with completing Section 2 of your Project Portfolio. To do this, you need to:   * develop work plans to efficiently allocate work to your team and two team members. * plan to meet with your team and team members. |
|  | You may need to meet separately with individual team members depending on the nature and location of your team and the work that is required (e.g. you may be required to keep KPIs confidential and as such they cannot be discussed in a group).  Make sure you have all the required resources ready for your meeting (e.g. printout of policies and procedures). |
| Chat | Meet with your team and team members to:   * discuss the work that must be done by your team as a whole. * discuss work that must be done by individual team members. * explain the expected performance standards and KPIs. * provide training on the performance management and review processes. |
|  | This meeting should take approximately 20 minutes. It may take place with actual people who work for/are associated with your chosen organisation. Alternatively, classmates or your assessor may play the role of one or more team members.  This can either be viewed in person by your assessor or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step. Make sure you follow the instructions below and meet the timeframes allocated. If this session is not viewed in person by your assessor, you will attach proof of the meeting to Section 2 of your Project Portfolio.  At this meeting, take a leadership role and use language and structure appropriate to the context and audience. You will be assessed on this. |
| Person eating | Complete Section 2 of your Project Portfolio by conducting a risk analysis of the work outlined in one of your work plans (identify at least two risks). |
| Document | Make sure you have answered all questions in Section 1 and 2.  You are required to attach certain documents as part of your evidence – review the documents you need to attach as outlined in *Section 1 and 2* of the *Project Portfolio*.  Submit Section 1 and 2 to your assessor. |

1. Manage performance.

|  | Assume the work plans have been implemented. You must now manage and monitor performance, providing informal feedback and coaching where required.  If you are using the case study, assume that it is July 2021. Additional information to complete this step is contained in the Simulation Pack.  If you are using your own organisation, make sure you have the enough information to fulfil the requirements in the Project Portfolio. |
| --- | --- |
| Person eating | Start completing *Section 3* of your *Project Portfolio*. To do this, you need to:   * manage the individual team member and whole team performance according to the timelines outlined in your work plan and your organisation’s policies and procedures. * monitor individual team member and team performance. * provide informal feedback and coaching to team members. |
|  | | Assume a period of time has passed. Team members, and individuals in your team have performed some (or all) the work tasks outlined in your work plan.  If you are basing this assessment on your own business, you need suitable information to evaluate performance and provide formal feedback. The information must indicate that:   * at least one team member has performed poorly * at least one team member or the team as a whole has demonstrated excellent performance.   If you are using the case study, assume that it is November 2021. | | --- | |
| Person eating | Continue working on *Section 3* of your *Project Portfolio*. To do this, you must:   * evaluate the performance of the two individual team members and your team against performance standards and KPIs. * document individual team members’ performance according to your organisation’s performance management system. * keep record of the documented performance according to your organisation’s performance management system. * identify any actions required to:   + address a team member’s ongoing poor performance   + to recognise the continued excellent performance of a different team member. |
|  | You will implement these actions at the formal feedback session (if verbal action is required), or at a later stage in this project (for other actions such as warning letters that do not require verbal interaction). |
| Chat | Meet with each individual team member separately for a structured and formal feedback session (follow the requirements of your organisation’s policies and procedures (as identified in Section 1)).  As part of the meeting, discuss the team member’s performance and areas requiring development.  If relevant, initiate the previously identified action to either address poor performance (e.g. ask the team member if there are any external factors contributing to their poor performance) or reinforce positive (e.g. discuss bonus or salary increase). |
|  | Each meeting should take approximately 20 minutes. It may take place with actual people who work for/are associated with your chosen organisation. Alternatively, classmates or your assessor may play the role of one or more team members.  This can either be viewed in person by your assessor or you may like to video record the session for your assessor to watch later. Your assessor can provide you with more details at this step. Make sure you follow the instructions below and meet the timeframes allocated. If this session is not viewed in person by your assessor, you will attach proof of the meeting to Section 3 of your Project Portfolio.  As you discuss performance and areas requiring development, make sure you influence the direction of the conversation. You will be assessed on this.  If the action you identified to address poor performance or recognise excellent performance in the previous step does not include verbal input, you will have an opportunity later on in the assessment to implement your identified action |
| Person eating | Continue working on Section 3 of your Project Portfolio. To do this, you must:   * develop a performance improvement and development plan for each team member according to your organisation’s performance management system. * take action to reinforce excellent performance or to address poor performance (if you haven’t already taken action at the feedback session). |
|  | | Assume another period of time has passed.  If you are basing this assessment on your own business, you need suitable information to monitor and respond to the performance of the underperforming team member.  If you are using the case study, assume that it is June 2022. | | --- | |
| Person eating | Complete Section 3 of your Project Portfolio. To do this, you need to:   * once again monitor the performance of the underperforming team member according to organisational policy. * if necessary, respond once again to the underperforming team member’s performance according to organisational policy. |

1. Submit your completed Project Portfolio

| Document | Make sure you have completed all sections of your *Project Portfolio*, answered all questions, provided enough detail as indicated and proofread for spelling and grammar as necessary. Remember to submit all necessary attachments as indicated. |
| --- | --- |

**Assessment Task 2: Checklist**

| Student’s name: | | | | | |
| --- | --- | --- | --- | --- | --- |
| Did the student: | | Completed successfully? | | | Comments |
| Yes | No | |  |
| Understand performance management requirements:   * explaining how their role supports people performance management and the daily operations of their organisation * describing the roles and responsibilities of their team and two team members (at least three responsibilities per team member) * identifying and summarising the legal requirements to:   + perform their role   + allocate work   + manage/review people performance * identifying and summarising organisational requirements for their role, work allocation and people management:   + including as a minimum the operational plan, risk management plan, performance management policies and procedures and communication protocol)   + considering performance review, feedback (formal and informal), performance improvement opportunities, underperformance and rewards and recognition * reviewing their organisation’s performance management and processes according to the legislation, organisational objectives and policies? | |  |  | |  |
| Allocate work by:   * consulting with a colleague or superior regarding work that must be allocated to staff, including a discussion:   + of operational requirements (outlined in the operational plan) for the next 12 months (including time frames)   + of work they are responsible for (that must be allocated within your team)   + of the resources which are available to do the work   + to develop and agree on the required performance standards and KPIs * developing work plans to efficiently allocate work to their team and two individual team members * meeting with their team and team members to:   + discuss the work that must be done by their team as a whole   + discuss work that must be done by individual team members   + explain the expected performance standards and KPIs   + provide training on the performance management and review processes   + take a leadership role * developing a performance improvement and development plan for each team member according to their organisation’s performance management system * taking action to reinforce excellent performance and to address poor performance:   + use language and structure appropriate to the context and audience * conducting a risk analysis of the work outlined in one of your work plans (at least two risks)? | |  |  | |  |
| Manage performance by:   * managing the individual team member and whole team performance according to:   + the timelines outlined in their work plans   + organisation’s policies and procedures * monitor individual team member and team performance * providing informal feedback and coaching to team members (at least one informal feedback and one coaching session) * evaluating the performance of the two individual team members and their team against performance standards and KPIs * documenting individual team members’ performance according to their organisation’s performance management system * keeping record of the documented performance according to the organisation’s performance management system * identifying any actions required to:   + address a team member’s ongoing poor performance   + recognise the continued excellent performance of a team member * meeting with each individual team member separately for a structured and formal feedback session:   + and following the requirements of your organisation’s policies and procedures   + to discuss the team member’s performance and areas requiring development   + and influencing the direction of the conversation * once again monitor the performance of the underperforming team member according to organisational policy * if necessary, responding once again to the underperforming team member’s performance according to organisational policy? | |  |  | |  |
| Task outcome: | * Satisfactory | | | * Not satisfactory | |
| Assessor signature: |  | | | | |
| Assessor name: |  | | | | |
| Date: |  | | | | |

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| --- | --- |

| Student name: |  |
| --- | --- |
| Assessor name: |  |
| Date |  |

**Final assessment results**

| Task | Type | Result | | |
| --- | --- | --- | --- | --- |
| Satisfactory | Unsatisfactory | Did not submit |
| Assessment Task 1 | Knowledge questions | S | U | DNS |
| Assessment Task 2 | Project | S | U | DNS |
| Overall unit results |  | C | NYC |  |

**Feedback**

* My performance in this unit has been discussed and explained to me.
* I would like to appeal this assessment decision.

Student signature: Date:

* I hereby certify that this student has been assessed by me and that the assessment has been carried out according to the required assessment procedures.

Assessor signature: Date: