

Title	Monitor staff performance in an organisation		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to monitor staff performance in an organisation.
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Classification	Business Operations and Development > People Development and Coordination
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Available grade	Achieved
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Guidance Information

- 1 Unit standards in the People Development and Coordination domain are about engaging with and leading people to achieve outcomes as individuals and teams.
- 2 People will be assessed for this unit standard on evidence from authentic experience in an organisational context, with all the expectations and possible consequences of that context. The context may include but is not limited to:
 - the candidate’s workplace
 - where the candidate is a volunteer
 - a cultural, community, or sporting organisation
 - a special event.
- 3 The assessment context for this unit standard must be suitable to meet the criteria for Level 4 in the NZQF Levels Descriptors, which are available by searching for “levels descriptors” at www.nzqa.govt.nz.
- 4 **Definitions**
Organisation refers to a specific entity which may be – in private, public, or community and volunteer sectors; a business, a discretely managed unit within a larger entity, a Māori organisation, or a special-purpose body.
Organisational requirements may include but are not limited to:
 - organisation purpose and/or direction
 - organisation policies and processes
 - compliance: legislative/legal, health and safety
 - risk management
 - sustainability.
- 5 **Range**
 Evidence is required of monitoring the performance of two people.

- 6 This unit standard covers everyday monitoring of staff performance, such as a team-leader might perform with their staff: it is not part of any formal and/or systemic performance management, which is covered in Unit 23397, *Plan and monitor performance of others in an organisation*.

Outcomes and performance criteria

Outcome 1

Monitor staff performance in an organisation.

Performance criteria

- 1.1 Existing performance expectations are identified in accordance with organisational requirements.
- 1.2 Performance monitoring is conducted in accordance with organisational requirements.
- Range monitoring is ongoing throughout the performance period.
- 1.3 Performance feedback is given in accordance with organisational requirements.
- 1.4 Outcomes of monitoring are identified and recorded in accordance with organisational requirements.
- Range outcomes may include but are not limited to – adjusted expectations, training, development, rewards, sanctions.

Planned review date	31 December 2025
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	17 November 2011	31 December 2023
Rollover and Revision	2	17 March 2016	31 December 2023
Review	3	24 June 2021	N/A

Consent and Moderation Requirements (CMR) reference	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.