CHECKLIST – UNDERSTANDING PERFORMANCE MANAGEMENT

SUGGESTED WORD COUNT RANGE: 4,600-5,200*	
Learning outcome, section 1: Understand the value of assessing performance to meet organisational and individual needs	
Assessment criteria (AC)	**How to pass notes**
AC 1.1 Describe the value of formal and informal performance assessment in the workplace.	☐ Describe at least one method of **formal** performance assessment and one method of **informal** performance assessment. ☐ Describe at least one benefit for using each of these methods, for example, who do they benefit and why?
AC 1.2 Explain the role of the first line manager in performance management.	☐ Explain how the line manager manages the performance of their team members. ☐ Explain why this is important in ensuring performance is managed effectively in the workplace. ☐ Focus your answer on **performance management** rather than just the general duties of a line manager.
Learning outcome, section 2: Know how to manage performance of individuals in the team	
Assessment criteria (AC)	**How to pass notes**
AC 2.1 Identify ways to ensure fair and objective formal assessment.	☐ Identify at least two methods/features of formal assessment that are fair and objective. This may include 360˚ feedback, KPIs, job descriptions, mystery shopping, CTQ measures, etc. ☐ Describe **how** and **why** each method is fair and objective.
AC 2.2 Explain how to set SMART objectives for a team member.	☐ Explain how to follow a process for setting SMART objectives. ☐ Describe the features of SMART objectives, and explain **how** you use the model in practice, for example, informally/during an appraisal/collaboratively/ in person/via email.
AC 2.3 Explain how to set performance standards for a team member.	☐ Explain at least one method for setting performance standards for a team member. (A standard is something that describes the consistent manner in which something needs to be achieved over and over again.) ☐ Explain why following this method ensures that clear performance standards are set.
AC 2.4 Explain how to measure performance against agreed standards.	☐ Identify at least one method which can be used to measure an employee's performance. ☐ Explain **how** these methods are used to measure performance against at least two agreed standards.
Learning outcome, section 3: Understand the value of feedback in the workplace	

Assessment criteria (AC)	How to pass notes
AC 3.1 Explain the importance of feedback to improve performance.	☐ Explain how positive and/or negative feedback can be used to address performance. ☐ Explain why this feedback is beneficial in improving performance in the workplace.
AC 3.2 Describe how to give effective feedback.	☐ Describe how to give feedback, for example, how to use a specific feedback model such as CEDAR. ☐ Describe why this method is effective in giving feedback.

Learning outcome, section 4: Know how to manage underperformance in the workplace

Assessment criteria (AC)	How to pass notes
AC 4.1 Identify potential areas of underperformance in the workplace.	☐ Identify at least two potential areas of underperformance in the workplace. ☐ Describe what this underperformance might look like. ☐ Describe the actual nature of the underperformance, not its causes or corrective actions.
AC 4.2 Identify causes for failure to meet agreed performance levels.	☐ Describe at least two **potential causes** for failure to meet agreed performance levels. These may or may not be related to the answer in 4.1.
AC 4.3 Describe actions to restore performance to acceptable levels.	☐ Identify at least two actions that are distinctly different. ☐ Describe how to use these to restore performance to acceptable levels.

Verb guide			
The verbs below are used in questions and will guide you on the level of detail required in your answer.			
Identify	**Describe**	**Explain**	**Assess**
List the topic(s) or issue(s) and provide a supporting sentence to expand on them and add extra detail.	What something looks like, for example, its key features.	A description of the topic with a detailed justification of how and why these things are achieved.	Making a judgement based on a set criterion supported by objective evidence.

*Assignment word count
Your assignment should be between 4,600 and 5,200 words. You may go over this amount by up to 20% to reach a maximum total of 6,240 words.
Please note:
• If your assignment is longer than 6,240 words you will be requested to shorten it.
• If your word count is significantly below 4,600 words it is unlikely that you have included enough detailed information to pass.
The word count guidelines aim to ensure focus and clarity in your writing and help you judge how much detail you need to include.