



BSBTWK502

Manage team effectiveness

Assessor Guide

Assessment 3 of 3

Project



Assessment Instructions

Task overview


You are required to review the Little.ly Early Learning Centre policy and procedure for promoting team member accountability for personal work and team tasks to ensure they are effective to support the achievement of organisational goals.

There is one [1] task:

Task 1: Staff performance policies and procedures

Additional resources and supporting documents

- Access to Little.ly Early Learning Centre standards, policies and procedures.

	<p>Little.ly Early Learning Centre, a simulated childcare centre. Access information and policy and procedure documents associated with Little.ly.</p> <p>This can be done by logging in to the Educator Hub at www.littlely.eduworks.com.au with the following credentials:</p> <ul style="list-style-type: none">• Username: SOE• Password: earlychildhood
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- ML4 Performance Management Policy and Procedure

Assessment Information



Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.



Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)



However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

TASK 1 – Staff performance policies and procedures

You are required to review the Little.ly Early Learning Centre Performance Management policy and procedure to ensure that it adequately promotes team member accountability for personal work and team tasks.

To begin this task, you will read the following email and complete the following actions.



To: Hayley Schramm (Hayley.schramm@little.ly.com.au)
From: Christian Wells (Christian.wells@little.ly.com.au)
Date/time: Tuesday 9:51 a.m.
Subject: Little.ly Performance Management Policy and Procedure

Good morning, Hayley,

You will be aware that we have had some issues with underperforming staff, which has been negatively impacting the teams. Staff have felt they are picking up the work of others and are becoming tired and irritable - this is not demonstrating the Little.ly values and philosophy.

I have asked the Room Leaders to manage these issues directly with the staff.

Before they embark on this, I am seeking your assistance to ensure that our policy on Performance Management is adequate to guide their actions. We need the policy to set clear directions to ensure it can effectively support achieving our organisational goals.

I would like you to review and amend our performance management policy and procedure so we can consistently resolve performance issues.

Please send through your suggested amendments so I can review and approve them.

I also want you to liaise with our HR Consultant, Jill Kerr, who will need input into any changes to HR policies. I would like you to send an email to share your findings with her and invite

Kind Regards,

Christian Wells

Owner

25 Acorn Avenue, Oak Valley 3045

Phone: 03 1234 1234

www.littlely.eduworks.com.au



- Review the Little.ly Performance Management Policy and Procedure to ensure it adequately promotes team member accountability for personal work and team tasks. Provide a summary of the scope of the policy.
- Conduct a thorough review of the policy and evaluate its effectiveness to promote team member accountability for personal work and team tasks. Outline the findings of the evaluation of the policy
- Identify the changes that are required to ensure the policy effectively supports the achievement of our organisational goals.
- Use the Policy Review Form to record your findings.
- Prepare an email to the key stakeholder, Christian Wells, to communicate the policy review findings and seek his approval. You use the email template that is accessible on the Little.ly website, with all sections completed. You will use professional language and address the email to the key stakeholder, Christian Wells. The email will include 1-2 paragraphs including:
 - Details of the policy review
 - Details of the amendments to the policy to ensure its effectiveness

- Seeking approval from the owner to proceed with the amendments.
- Prepare an email to the HR stakeholder, Jill Kerr, to communicate the findings of the policy review that you have conducted and invite their specialist input. Use the email template accessible on the Little.ly website, with all sections completed. The email will use professional language and will include 1-2 paragraphs including:
 - Details of the policy review
 - Suggested amendments
 - Inviting the HR specialists input on the suggestions.

Task 1: Assessment marking criteria: Staff performance policies and procedures

Assessor instructions: All sections/questions must be completed. Refer to the template for sample answers and benchmarks.

The evidence submitted demonstrates that the student has satisfactorily (S) covered the following criteria, or the evidence is not yet satisfactory (NYS) and requires resubmission.

		S	NYS
Task 1: Staff performance policies and procedures			
1	<p>Review the Little.ly Performance Management Policy and outline the scope of the policy and the findings of the evaluation</p> <p>Look for: The student uses the Performance Management policy from Little.ly Early Learning Centre and conducts a review of its contents. The student identifies the scope of the policy; for example, the student quotes or paraphrases from the policy: 'Little.ly aims to support the development and skill of our staff and provide them with the opportunity to acquire professional development and receive real-time feedback regarding their performance. We aim to ensure the highest quality of service to its clients through its support systems for educators/staff.'</p> <p>Responses will vary and be in the student's own words but will reflect the benchmark answer.</p> <p>A sample answer is provided in the Policy Review Form.</p>	<input type="checkbox"/>	<input type="checkbox"/>
2	<p>Conduct a thorough review of the policy and evaluate its effectiveness to promote team member accountability for personal work and team tasks. Outline the findings of the evaluation of the policy.</p> <p>The student reviews the policy to identify if it adequately promotes team member accountability for personal work and team tasks. The student outlines the findings of the evaluation of the policy. For example, list the areas covered in the policy and missing or inadequate areas.</p> <p>Responses will vary and be in the student's own words but will reflect the benchmark answer.</p> <p>A sample answer is provided in the Policy Review Form.</p>	<input type="checkbox"/>	<input type="checkbox"/>
3	<p>Identify changes required to ensure the policy effectively supports achieving the organisational goals.</p> <p>Look for: The student identifies the changes required to ensure the policy effectively supports achieving the organisational goals. For example, the process does not have numbered points, making it difficult for staff to follow.</p> <p>Responses will vary and be in the student's own words but will reflect the benchmark answer.</p> <p>A sample answer is provided in the Policy Review Form.</p>	<input type="checkbox"/>	<input type="checkbox"/>

4	<p>Communicate to the key stakeholder, Christian Wells the changes required to the policy to ensure effectiveness by preparing an email, using the email template that is accessible on the Little.ly website, with all sections completed. The email will use professional language and will include 1-2 paragraphs including:</p> <ul style="list-style-type: none"> • Details of the policy review • Details of the amendments to the policy to ensure its effectiveness • Seeking approval from the owner to proceed with the amendments. <p>Look for: The student communicates to the key stakeholder Christian Wells the changes required to the policy to ensure effectiveness by preparing an email, using the email template that is accessible on the Little.ly website, with all sections completed. The email will use professional language and will include 1-2 paragraphs including:</p> <ul style="list-style-type: none"> • Details of the policy review, for example, specify in the body of the email the details of why the is being send • Details of the amendments to the policy to ensure its effectiveness. For example, the email contains information to the owner to communicate areas of the policy that need to be revised and seeks the stakeholder's approval to amend the policy. • Seeking approval from the owner to proceed with the amendments. For example, requesting the owner reviews the suggested amendments and provides approval. <p>Responses will vary and be in the student's own words but will reflect the benchmark answer.</p> <p>The student submits an email using the Little.ly Email Template (accessible on the website)</p>		<input type="checkbox"/> <input type="checkbox"/>
5	<p>Prepare an email to the HR stakeholder, Jill Kerr, to communicate the findings of the policy review and invite their specialist input using the email template accessible on the Little.ly website, with all sections completed. The email will use professional language and will include 1-2 paragraphs including:</p> <ul style="list-style-type: none"> • Details of the policy review • Suggested amendments • Inviting the HR specialists input on the suggestions. <p>Look for: The student communicates to the HR stakeholder using the email template accessible on the Little.ly website, with all sections completed. The email will use professional language and will include 1-2 paragraphs including:</p> <ul style="list-style-type: none"> • Details of the policy review. For example, specify in the body of the email details why they are sending the email, including that the owner has requested them to invite specialist HR input to any changes to the policy and procedure. • Suggested amendments. For example, the student will indicate they have included the Policy Review Form for the HR consultant's review and feedback • Inviting the HR specialists' input on the suggestions. For example, the email contains information to the HR stakeholder to communicate areas of the policy that need to be revised and invite their input to the process. <p>Responses will vary and be in the student's own words but will reflect the benchmark answer.</p>		<input type="checkbox"/> <input type="checkbox"/>

	The student submits an email using the Little.ly Email Template (accessible on the website)		
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Task 1 Attachments

Policy Review Form

Policy Review Form
Name of Service: Little.ly
Date: Today's date
Name of policy/policies reviewed: Performance Management
Provide a summary of the scope of the policy (40-60 words)
This policy has been written to ensure that Little.ly is a workplace where staff work effectively, work as per their position description, and contribute as a valuable team members to achieve their own and Little.ly's goals and objectives. The policy applies to all staff employed by Little.ly
Evaluation: Outline the findings of the review. (80-100 words)
The policy provides good detail about induction, training, professional development options and a process for staff appraisals. The policy provides a process to manage complaints, breaches of policy, termination and warning and unfair dismissal. There is no clear process for managing poor performance, such as unsatisfactory work performance; goals/targets not being met regularly; negative behaviour and interactions with others; inability or reluctance to follow procedures or instructions; not following job descriptions. Nor any details of the impact of this on the organisation's goals.
Changes required to policy / not required
What changes are required, OR why are changes not required? (100-120 words)
<ul style="list-style-type: none">• There are two definitions of performance management and grievance, but no other key terms are defined. The policy could define poor performance and high performance.• Procedure is not clearly set out – consider numbered steps.• A process needs to be in place to manage poor performance better. For example, Little.ly values its staff and looks for ways that we can support them to identify the factors leading to poor performance. This may include counselling where an external personal issue impacts performance or professional development, such as mentoring and coaching if staff are struggling to meet the demands of their job role.

Assessment checklist:

Students must have completed all tasks within this assessment before submitting. This includes:

Task 1: Staff performance policies and procedures	
Policy Review Form	<input type="checkbox"/>
Email to Owner (stakeholder)	<input type="checkbox"/>
Email to HR Consultant (stakeholder)	<input type="checkbox"/>

 **Congratulations, you have reached the end of Assessment 3!**

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