

Performance Management (NQF5)

Overview and Purpose

The ability to raise the performance of your staff is an important element of assuring success for an organisation. In this workshop attention will be given to the alignment of targets to the of business plan of the organisation. The focus will be the setting of goals and objectives, the establishment of performance standards, the setting up of monitoring systems and the monitoring of the achievements of objectives. The workshop will also focus on the development of coaching skills, required to ensure a day-to-day hands-on approach in assisting team members in the execution of their jobs.

Unit standard alignment

The workshop/module is aligned to the following unit standards:

Unit Standard ID	Unit Standard Title	NQF Level	Credits
15220	Set, monitor and measure the achievement of goals and objectives for team, department or division within an organisation.	5	4
15230	Monitor team members and measure effectiveness of performance	5	4
15223	Implement training needs for teams and individuals to upgrade skills levels	5	3

Workshop/module structure and contents

It is a two-day workshop/module and on completion of the workshop delegates will be able to:

- Set and align business objectives to organisational objectives;
- Set up performance-monitoring systems;
- Monitor and measure the achievement of objectives;
- Conduct performance-review interviews;
- Provide training/learning interventions based on individual or team's learning/training needs.

Certification options

In order for learners to be awarded credits towards a National Qualification, the unit standard-aligned workshop/module should be attended and a *Portfolio of Evidence* should be completed by each learner to be assessed by a registered Assessor. Competent learners will receive a *Certificate of Competence from the Services SETA*.

Should the client require that the learning material be customised to such an extent that the material is not aligned with the unit standard(s) or the learners are not interested in obtaining credits, learners will receive a Growth-Link *Certificate of Attendance*.