

Learning Assessment Guide 24874 v1

Demonstrate knowledge of performance management, motivation theory and performance review in a workplace (L3, C8)



Learner to complete

Name:

Employer:

NSN or DOB:

Assessor to complete

Meets requirements

Further evidence required

Name:

Signed:

Date:



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INTRODUCTION

This Learning Assessment Guide will help you complete assessment for unit standard 24874 v1 Demonstrate knowledge of performance management, motivation theory and performance review in a workplace (L3, C8)

You can also refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).

Before assessment, you will need to:

- meet with your assessor
- complete a pre-assessment form.

When you have finished assessment you will need to sign a form that declares the work is yours.

A checklist at the end of this assessment lists everything you need to do before you give your assessment to your assessor.

Important: The Learning State Assessment Handbook has more information on the Learning State assessment process and completing assessments. Download this from our website or contact your Training Advisor.

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Kia Kaha and Good Luck

PRE-ASSESSMENT FORM

Consider the following to find out if you are ready for this assessment:

- I understand the instructions for each task Yes / No
- I have the things I need to complete each task Yes / No
- I have the knowledge to complete each theory task Yes / No
- I have the skills to complete each practical task Yes / No
- I can produce the evidence listed for each task Yes / No

The people who will be involved in this assessment include:

Verifier(s) _____ Phone: _____
_____ Phone: _____
Other _____
Role: _____ Phone: _____

Assessor – verifier(s) sign off

I am satisfied the people listed above have the required skills, knowledge and experience to provide valid and fair verification of performance, knowledge and understanding, and compliance with workplace policies, procedures, codes of practice, etc., and relevant legislation.

Assessor _____
Signature: _____ Date: _____

Learner - declaration of understanding

I confirm that I understand the evidence I am required to collect and produce.

Name: _____
Signature: _____ Date: _____



EXPLANATORY NOTES

Definitions

Motivation theories in a management studies context focus on understanding what motivates employees and how motivation is linked to productivity.

Needs Theory refers to a theory of motivation developed by Professor David McClelland as laid out in McLelland, David C., *The Achieving Society* (Princeton, N.J.: Van Nostrand, 1961).

Hierarchy Theory refers to a theory of motivation developed by Professor Abraham Maslow as laid out in Maslow, Abraham H., *Motivation and Personality* (New York: Harper, 1954).

Motivational strategies are initiatives and incentives an employer can use to optimise employee motivation and performance.

ASSESSMENT TASK

This task is designed to demonstrate your knowledge of:

- performance management in a workplace
- motivation theories and their application in a workplace
- informal and formal performance review and follow-up procedures in a workplace.

Evidence required

Evidence	Sources
■ Recorded answers to task questions	■ assessment tasks (this Learning Assessment Guide)

Instructions

It is a manager's role to implement a performance management system to ensure employees have the motivation, tools and resources they need to perform their roles well. The overall result of effective performance management is a highly motivated and productive workforce which meets organisational goals and expectations.

For this task you are required to answer the following questions.

Questions

1. How does performance management contribute to productivity?



2. To follow are some examples of components that make up a performance management system. List any that are used in your workplace (and/or others your workplace may use) and describe how each contributes to performance management.

Components of a performance management system:

- employment agreement
- job description
- performance review
- training and development plans
- informal and formal reviews
- workplace policies and procedures

Component	How it contributes to performance management

3. In terms of management, motivation theories explore what motivates employees and the effect motivation has on productivity.

Describe how motivation theory and at least four associated tools apply to performance management.

- examples of motivation theories – Needs Theory, Hierarchy Theory;
- motivational tools may include but are not limited to – financial incentives and bonuses; non-cash remuneration; non-cash incentives; opportunities for personal and career growth; verbal appreciation; opportunity for wealth building;

Motivational Theory	How it applies to performance management
Associated tools (at least four)	How it applies to performance management



4. Informal and formal performance reviews are used to keep employees focused, motivated, and equipped to enable them to do their jobs efficiently and effectively.

Describe the procedures for informal and formal performance reviews and follow up in your workplace.

Informal performance review	
Purpose	<i>e.g. improving performance, handling difficult issues</i>
Frequency	
Process	
Questioning skills required	<i>e.g. open, closed, probing, leading, hypothetical</i>



Interviewing	Skill	Example
skills required	paraphrasing	
	summarising	
	responding to non-verbal cues	
	body language	
Follow up process	<i>Written</i> <i>Oral</i> <i>Positive</i> <i>Negative</i>	

Formal performance review	
Purpose	<i>e.g. improving performance, handling difficult issues</i>
Frequency	
Process	<i>e.g. preparation for review interview, evaluation of employee performance, conducting a review interview, follow-up procedures</i>
Questioning skills required	<i>e.g. open, closed, probing, leading, hypothetical</i>



Interviewing skills required	Skill	Example
	paraphrasing	
	summarising	
	responding to non-verbal cues	
	body language	
Follow up process	<i>Written</i>	
	<i>Oral</i>	
	<i>Positive</i>	
	<i>Negative</i>	



ASSESSMENT SUMMARY CHECKLIST

Use the following checklist to check that you have completed everything you need to do before you give your assessment to your assessor.

I have completed/produced the following:	✓
Pre-assessment form	
Assessment task: ■ Recorded answers to task questions	
Declaration of authenticity	

DECLARATION OF AUTHENTICITY

I confirm that I have completed assessment for Unit Standard 24874 on my own and the evidence produced is my own work.

Name: _____

Signature: _____ Date: _____

ASSESSMENT RESULT:

The learner has:

Met requirements **Further Evidence Required** (please circle)

Assessor signature: _____ Date: _____

If further evidence is required, please provide details of next action:



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