



# **EMPLOYEE PERFORMANCE PLANNING AND REVIEW**

## **POLICY AND PROCEDURES**

Document ID	Employee Performance Planning and Review Policy and Procedures
Related Documents	<ul style="list-style-type: none"> <li>- Trainer Competence Requirements Policy and Procedures;</li> <li>- Records and Data Management Policy and Procedures.</li> </ul>
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References and Legislation	<ul style="list-style-type: none"> <li>- Education Services for Overseas Students Act 2000 (Cth);</li> <li>- Education Services for Overseas Students Regulations 2001;</li> <li>- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.</li> <li>- Standards for Registered Training Organisations (RTOs) 2015.</li> <li>- The Migration Act 1958</li> <li>- The Migration Regulations 1994</li> </ul>

## **Performance Planning and Review Procedure**

### **1 Purpose**

To ensure all Employees and their Supervisors are aware of the expectations and opportunities available for planning, managing, reviewing, recognising and improving individual Employee performance.

### **2 Scope**

This procedure applies to all Employees at Hallmark Institute ("The Institute").

### **3 Procedure Overview**

This procedure outlines the process for planning, managing, reviewing, recognizing and improving individual Employee performance at The Institute.

### **4 Procedures**

#### **4.1 SUPERVISION**

Each Employee will have a Supervisor who is the person to whom they directly report in the organisation.

A Supervisor is expected to provide leadership and support to Employees for whom they are responsible and to monitor their performance.

An Employee may request the Executive Director (Human Resources) to designate an alternative Supervisor where a change would remove potential conflict of interests or contribute to more harmonious relations within the work unit.

All Employees who assume Supervisory responsibilities will have access to appropriate training in performance planning and review.

#### **4.2 PERFORMANCE REVIEW PROCESS**

Each Employee will participate in at least two reviews each year. This will consist of an annual review and an interim review, to be conducted six months after the completion of the formal review. All Employees are to have a performance review linked to The Institute's goals and objectives completed

by the end of April each year.

Reviews will:

- assist Employees to be fully aware of their responsibilities and duties and the effect these have on The Institute's operations
- Provide feedback to individual Employees on the performance of these responsibilities
- Provide a basis for further professional development of Employees
- Identify Employees whose continued high-quality performance should be recognised and rewarded
- Identify Employees where performance is of concern and may require remedial action
- Provide an opportunity for accelerated or additional incremental progression.

The performance review process is to be conducted in accordance with the principles of procedural fairness and transparency. An Employee, where they choose, may be assisted by a Nominated Representative at any stage of the performance review process.

The nominated Supervisor will meet with the Employee who is the subject of the review and discuss past performance and future goal setting and development plans.

In rating the overall performance of an Employee, the nominated Supervisor will assess the Employee against the following performance ratings:

- Superior
- Commendable
- Needs Improvement
- Unsatisfactory

Employees will have the opportunity to nominate peers to provide comments on their performance. These comments will not form part of the formal assessment.

The Employee is encouraged to provide relevant information on their performance and take an active role in appraisal and planning.

The Employee must be given the opportunity to read, comment on and acknowledge the review. Where an Employee is not satisfied with the overall assessment recorded in the review, they should initially discuss these concerns with the Supervisor. Where the Supervisor and the Employee are unable to resolve the concerns, the Employee can request that the matter be referred to the relevant Delegate for a review of the overall assessment. The relevant Delegate may seek further information from the Supervisor and the Employee. The Relevant Delegate will consider all documentation and make a final decision. All documentation will be provided to Human Resources for further action and confidential storage.

Once the Supervisor has completed the review it will be stored confidentially in the in the designated system, managed by Human Resources.

## **4.3 MANAGING UNDERPERFORMANCE**

Where a Supervisor is concerned with aspects of an Employee's performance, the Supervisor must discuss these concerns with the Employee, and in consultation with the Employee, develop and document strategies – a Performance Improvement Plan - to address the performance concerns.

Where strategies have been developed, documented and implemented and the Employee's performance continues to be unsatisfactory, the process outlined in Improving and Managing Unsatisfactory Performance Procedure will apply.

## **4.4 ACADEMIC STAFF MONITORING**

All academic staff will be monitored closely as part of The Institute's academic staff quality improvement strategy. This strategy includes but is not limited to:

- Rigorous accountability, including closer monitoring ensuring academic staff meet the needs of the students as well as The Institute. This includes a Trainer/Assessor Performance Observation and Evaluation conducted each study period by a designated supervisor.
- Strengthening Candidate Selection and recruitment.
- Developing rewards program as incentive for greater achievements.
- Close and intense industry consultation and partnership.
- Providing Adequate resources.
- Establishing ongoing open communication.
- Providing ongoing Professional Development and Support.