

Errata

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Unit: BSBMGT502 Manage people performance

Resource: Learner Guide

Update: Version 1.1 updated to Version 1.2

Affected page: 34

Use the attached page to update the affected document.

7. Identify where information can be sought relating to the awards and certified agreements used within an organisation for the purposes of performance management.

Part B

Read the case study, then answer the questions that follow.

Case study

Opto Cellular is a mobile phone retailer with several city outlets. At the CBD outlet, a new sales staff member, Steve, is joining the team and has been asked to attend an interview with you to establish the agreed performance indicators for the role.

Opto requires that all sales staff contribute to the store's success. The store currently employs two sales staff and one administrator/manager. Steve will be number three. The store's KPIs include:

- 50 new connections per month
- 80 upgrades from old contracts or handsets
- no stock over 90 days old.

1. Prepare a brief work plan for Steve.

Use dot points to list the performance standards and code of conduct Steve will need to adhere to.

Develop the performance indicators for Steve, ensuring that:

- store objectives are maintained
- Steve's KPIs are fair and in accordance with relevant legislation.