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| **TRAINING OCCUPATION: RETAIL OPERATIONS (DIVISION)** | | | |
| **CU : STAFF PERFORMANCE EVALUATION** | **Code : DT-010-4:2014-C06** | | |
| **Work Activity 1:** **Identify staff performance evaluation and review requirements** | **Duration : 80 Hours** | | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Describe the staff performance evaluation and review process according to company’s practise 2. Elaborate function of staff’s performance evaluation such as:    1. Confirmation    2. Extension of probation    3. Promotion    4. Increment    5. Bonus    6. Termination    7. Incentive    8. Performance improvement plan(PIP)/individual development plan(IDP)    9. Etc.   3. Explain Key Result Area (KRA) such as :   * 1. Definition of KRA   2. The purpose of KRA   3. Setting of KRA   4. Etc.  1. Explain Key Performance Indicators (KPI) such as :    1. Definition of KPI    2. The purpose of KPI    3. Etc.   5. Explain the retail operation staff’s performance evaluation and review session process such as   * 1. Schedule appointment   2. Conduct appraisal   3. Record assessment’s result   4. Identify area of improvement   5. Setting new KPI/KRA   6. Propose recommendation   7. Etc. | | | |
| **Work Activity 2 :** **Plan staff performance evaluation and review session** | | | **24** |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Describe the types of performance evaluation and review documents according to company’s practise such as:    1. Evaluation form    2. Disciplinary form    3. Customer feedback    4. Personal record    5. Subordinate and peers feedback (360 degree feedback)    6. Attendance record    7. Training attendance record    8. Staff’s achievement record    9. Etc. 2. Explain performance evaluation briefing content such as :    1. Current and past performance level    2. Strengths and weaknesses    3. Attendance    4. Area for improvement/development    5. Training needs    6. Etc. 3. Elaborate the purpose and importance of evaluation & review schedule, interview session and observation | | | |
| **Work Activity 3 :** **Conduct and review staff performance evaluation session** | | **24** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. Explain the process of the evaluation session according to company’s procedure 2. Describe the technique of conducting appraisal interviews such as:    1. Question & Answer    2. Probing    3. Counseling and guidance    4. Suggesting & recommending    5. Self-performance evaluation    6. Presentation    7. Etc. 3. Determining the comparison of various performance level using year-end achievement against staff target using Key Result Area(KRA) and Key Performance Indicator(KPI) such as:    1. Exceed expectation / outstanding    2. Meet expectation    3. Below expectation / under performance    4. Etc. | | | |
| **Work Activity 4** : **Recommend staff performance achievement and improvement** | | **8** | |
| **Learning objectives**  At the end of learning session the apprentice will be able to   1. List the propose(proposal) of evaluation status such as    1. Meeting/exceeding requirements       1. Confirmation       2. Promotion       3. Increment       4. Bonus       5. Etc.    2. Not meeting expectation/set standard       1. Extension of probation       2. Training required       3. Counselling and guidance       4. Coaching       5. Performance Improvement Plan (PIP)       6. Transfer department/outlet       7. Termination       8. Etc. 2. Explain managing future improvement action plan (performance improvement plan - PIP) for underperformance staffs such as:    1. Change work plan for immediate improvement    2. Training (on / off job)    3. Coaching    4. Cross exposure    5. Transfer to other department    6. Etc. | | | |
|  | | **54 Hours** | |