

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	People Management					
TSC	People Performance Management					
TSC Description	Implement effective performance management procedures to drive individual objectives and achievement of team goals					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				FSE-PDV-4051-1.1	FSE-PDV-5051-1.1	
				Review people performance monitoring processes against Key Performance Indicators (KPIs) and suggest improvements based on emerging or new industry trends	Operationalise new and emerging industry best practices to implement improvements to existing people performance management systems	
Knowledge				<ul style="list-style-type: none"> • Linkage between business processes and business strategies • Work requirements, performance standards and performance indicators • Measures to enhance the effectiveness and efficiency of tracking and monitoring performances • Causes that result in the presence of individual and/or business performance gaps • External learning and development practices and emerging industry trends 	<ul style="list-style-type: none"> • Organisational performance management strategies and guidelines • Projected business goals and requirements to create relevant and sustainable performance management guidelines • Industry benchmarks and organisational performance management processes and/or systems to define changes to existing organisational performance management processes and/or systems • Emerging trends in learning and development through reviewing industry programmes and practices • Best practice performance management models and integrate identified models with other key functions and areas 	
Abilities				<ul style="list-style-type: none"> • Align key people performance indicators to 	<ul style="list-style-type: none"> • Establish people performance management 	

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				<p>meet strategic business objectives</p> <ul style="list-style-type: none"> • Propose key performance metrics • Recommend improvements and/or adjustments for organisation-wide performance management processes and tracking systems • Analyse and determine root causes of individual and/or business performance gaps • Assess people performances against KPIs • Propose learning and develop initiatives to mitigate performance gaps and adapt to changes and developments in the business environment 	<p>guidelines aligned to strategic business goals</p> <ul style="list-style-type: none"> • Endorse proposed improvements and/or adjustments made for performance management processes and/or systems • Define organisational learning and development initiatives • Establish best practice development based on business needs, industry standards and emerging trends • Set goals and objectives of people performance management framework 	
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