



Performance Review, Management and Recognition Procedure

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Related Documents	Staff Grievance Policy Staff Grievance Procedure Scholarly Activity Policy Scholarly Activity Procedure Staff Code of Conduct Staff Professional Development Policy Staff Professional Development Procedure Diversity and Equity Policy Management of Personal Information Policy Management of Personal Information Procedure Professional Development Schedule

1. Purpose

The purpose of this Procedure is to support the **Performance Review, Management and Recognition Policy**, which seeks to promote a fair process in evaluating and managing employee performance and to provide appropriate opportunities for professional development and recognition at the Australian Institute of Higher Education Pty Ltd ('the Institute').

2. Scope

This Procedure applies to all academic (permanent and casual/sessional) staff, and all administration (permanent and casual) staff employed by the Institute.

3. Definitions

See the **AIH Glossary of Terms** for definitions.

4. Actions and Responsibilities

4.1 Responsibilities

Employees

The employee's responsibilities are to:

- Consult with their Manager, seek advice and express views about any aspect of work
- Provide input on performance objectives and plan performance enhancement strategies;
- Self-assess achievements against approved objectives; and
- Complete requested performance review plans and participate in performance review meetings.

Managers

The Managers responsibilities are to:

- Ensure the performance review process is completed when requested;
- Treat employees in a fair and equitable manner;
- Provide the employee with details of work expectations, including setting performance objectives and reasonable timeframes for their achievement;
- Provide employees with timely feedback on their performance;
- Review employee performance and manage underperformance;
- Provide high quality performance employees with recognition where appropriate;
- Facilitate opportunities for employees to undertake professional development and/or scholarship activities in accordance with the ***Staff Professional Development Policy*** and associated Procedure and/or the ***Scholarly Activity Policy*** and associated Procedure.

Human Resources

Human Resources are responsible for:

- Ensuring all employees participate in the performance review process;
- Maintaining records of performance reviews;
- Provide advice on the performance review process and how to handle underperformers; and
- Provide and update performance review templates.

4.2 Probationary Periods

The initial appointment of a new permanent employee to the Institute involves a probation period of 6 months. Where an employee is on probation, probationary reviews will replace the performance review process. Annual performance review processes will commence following successful completion of a probationary period.

4.3 Frequency of Reviews

An employee's performance (except casual and sessional employees and those on contracts of less than 6 months) is to be reviewed annually.

In addition to the formal annual process, regular informal discussions will occur between employees and their Manager about matters relating to their work and workplace. Such informal meetings may be initiated at the request of the employee and/or the Manager.

4.4 Performance Review Process

The performance review process applies to all employees (except those on a casual contract and sessional staff).

The process involves:

1. Human Resources will coordinate the review process and provide Managers with the required information, training and templates.
2. Managers will schedule a meeting with their employee's to discuss and set objectives at the beginning of the year.
3. Throughout the year, Managers will provide feedback and consult with employees on their progress.
4. At the end of the year, Managers will schedule a formal performance review with employees. Prior to the meeting, employees should do a self-evaluation of their performance against the set objectives.

4.5 Academic Performance

In addition to the performance review process in **Section 4.4** of this Procedure, all Academic staff (including casuals and sessionals) will undergo a review of their teaching at least once per year. The review will be undertaken by the Executive Dean or delegate who will attend a portion of one of the Academics scheduled classes.

Reviews of teaching provide Academics with:

- Feedback on the quality of teaching for developmental purposes;
- Evidence for use in promotion or probation; and
- Affirmation and development of good teaching practice.

The Student Evaluations of Learning and Teaching Survey (SELTS) results will be used as another mechanism for feedback to Academics on their performance in relation to teaching. Academic staff will be provided with their Student Evaluations of Learning and Teaching Survey (SELTS) results at the end of each semester.

4.6 Employee support and recognition of achievements

The Institute will use a number of formal and informal mechanisms to acknowledge, recognise, award and reward employees for exceptional work performance, service and contributions to the achievement of the Institute's goals.

Rewards may include:

- Public acknowledgement
- Monetary rewards such as bonuses
- Promotion

Support will be provided in the form of professional development of scholarship activities. Refer to the **Scholarly Activity Policy** and associated Procedure and the **Staff Professional Development Policy** and associated Procedure for further information. A schedule of professional development activities will be made available to staff annually.

4.7 Managing Underperformance

Managers should not wait until there is a scheduled performance review to address underperformance issues.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. The Institute will give the employee the opportunity to defend themselves before management takes further action.

Formal performance improvement procedures will generally only start when other corrective action fails. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

Any warnings must clearly define the deficiency of the employee, the expected standard, the expected timeframe for performance improvement, the support that the Institute and the Manager can provide, the consequences of failing to improve, and the date of the next meeting.

If the employee deliberately breaches business policy or procedure, or engages in misconduct, the Institute may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss the employee in accordance with the **Staff Code of Conduct**.

Where improvement processes are unsuccessful in improving an employee's performance, the Institute may decide to terminate the employee's employment.

Human Resources will keep a record of all meetings, training and/or coaching given and a summary of discussions, and keep all relevant documents on the employee's personnel file.

5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Chief Executive Officer as at April 2017 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-2	Registrar	Updated template Restructured document; added box at beginning Revised/edited content	6 July 2016	6 August 2016
2017-1	Registrar	Updated content.	19 April 2017	20 April 2017