



Employers Assistance - How to Dismiss Staff - Substandard Performance

Programme Title:	How to Dismiss Staff
Module Title:	Substandard Performance
Content Provider:	Employers Assistance

Goal

The Substandard Performance module forms part of the *How to Dismiss Staff* suite of courses, with content prepared by Employers Assistance.

The goal of this module is to prepare an employer on the correct procedure for dismissing an employee for the reason of substandard performance.

Overview

1. The Substandard Performance module details the legal and practical aspects concerning an employee's substandard performance in the workplace
 2. Under New Zealand employment legislation, it is essential to follow a formal and fair process when dismissing an employee for the reason of Substandard Performance
 3. The main student requirements in this module include:
 - a. Defining Substandard Performance
 - b. Initiating a formal process
 - c. Ending the formal process
 - d. Terminating employment
 - e. Detailing personal case studies
-

Considerations

The target audience is predominantly employers of small- to medium-sized businesses. Other segments may include human resources practitioners and administration managers in medium-sized organisations.

Another audience segment might be students of NZQA level 3 – 5 certificate and diploma programmes who require extra subject material for courses they are taking.

The course is offered as a stand-alone, online course involving approximately six hours of unsupervised study.

Content Outline

Before You Start

- Introduction

Substandard performance

- Definitions
- Employee performance
- Employer support
- Performance reviews

Case Study

Categories

- Substandard performance categories
- Major categories
- Employer Considerations
- Case Study

Written warnings

- Written warnings
- Meeting procedures
- Formal correspondence
- Presenting warnings
- Final warnings
- Termination of employment
- Termination of employment correspondence
- Case Study

Disciplinary processes

- Verbal warnings
 - Formal meetings
 - Interview records
 - Presenting warnings
 - Case Study
-



Dismissal procedure

- Steps required
- Performance reviews
- Specifications
- Case Study

Employer's Case Study

- Correct and Fair Procedures
- Documentation
- Employer's Individual Case Study

Teaching Outcomes

The key teaching outcomes expected include:

- Describing the formal requirements for dismissal of employees for reason of Substandard Performance
- Describing legal matters that relate to employee dismissal for Substandard Performance
- Defining and explaining the roles, rights and responsibilities of employers during the formal employee dismissal process

Learning Objectives

At the end of this module, students will be able to:

- 1) Identify the 'good reason' for staff dismissal
- 2) List each step involved in the procedure to dismiss an employee for Substandard Performance
- 3) Complete a dismissal for substandard performance checklist
- 4) List and explain the procedure to be followed for dismissal in the case of the student's own 'real life' business situation

Instructional Strategies

Instructional Strategies used to teach this course include:

- Pre-instructional strategies; including gaining the learner's attention; relating instructional goals to the learner and presenting overviews and organisers
- Information presentation strategies; including providing cases related to course content; textual information; databases of letters, forms and templates
- Student participation strategies; including interactive feedback, which checks student understanding. Part of the feedback involves student completion of relevant forms and letters for the formal dismissal process
-

Certification/Qualifications

- The Substandard Performance module may be taken as a stand-alone course, or in conjunction with other Employers Assistance 'How to Dismiss Staff' modules
- Students who successfully complete the online course will receive a certificate of completion from Intuto

Suggested Learning Hours

Estimated time for completion of the Substandard Performance module is approximately six (6) hours.