



PERFORMANCE REVIEW: PROCEDURE

(reviewed August 2011)

Checklist:

1. Club Secretary to check Job Description (JD) is updated and, if not, update the last copy.
2. Club Secretary to issue performance review (self appraisal) form with JD and set date by which green/house/committee review meeting must be held.
3. Employee completes performance review form and arranges sub-committee review meeting.
4. Club Secretary to check progress of sub-committee's holding review meetings.
5. Sub-Committee's review meetings held and assessments confirmed or rejected.
6. Assessments confirmed are returned to Club Secretary with indication of training/coaching required for future performance (if any). If training required, Club Secretary to arrange this with employee, training provider, etc.
7. If assessment is rejected, appeal process is invoked, referring initially to Club Chairman and ultimately to General Committee/Board of Directors.
8. During the appeal process, those involved should review assessments and any supporting or challenging data, interview the parties involved (individually and collectively) and reach a decision which should be communicated in writing to the parties within three working days of the appeal meeting. Implementation of any recommendations made during the appeal process should be the responsibility of the Club Secretary's Department unless otherwise stated at the time. A note of the appeal decision should be placed with the review documentation for possible referral at subsequent performance reviews.

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