



**New Zealand
School Property Agency**

Performance Management 10YPP Consultant Starter Pack

FAQs and mandatory questions for
10YPP Performance reviews

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Supplier Performance Management

Frequently asked questions

Why does the New Zealand School Property Agency undertake performance assessments?

We regularly receive feedback from our consultants that they would like performance routinely undertaken and formally recorded.

We value the work that our consultants provide to help us deliver our 10YPP programme. Part of being a good customer is supporting our consultants in their efforts to continuously improve the services they provide us in an open, transparent, and collaborative way. It also allows us to reward our high-performing consultants with increased work opportunities and direct negotiations where appropriate.

Who completes the performance assessment?

The performance assessment will usually be completed by the Property Advisor or IM, with the most appropriate person from the consultant's side.

How does NZSPA use the performance results?

Your performance review will provide a score which will assist us to create with an overall profile of your company, including previous success and challenges. Each subsequent performance assessment will build your performance profile and will enable both parties to identify any areas that performance is high, challenges, trends and opportunities.

Can I request a performance assessment?

Performance reviews will be completed annually.

What happens if I do not agree with the comments provided?

This is intended to be a structured two-way conversation between NZSPA and the consultant. We understand the challenges and know that sometimes there is a difference of view. If you are unable to agree, we will ensure this is recorded and escalated.

We have a number of projects with NZSPA, will there be a performance assessment on each?

Performance reviews will be completed on an individual basis; therefore, a Performance Review meeting will be required per bundle plan with NZSPA.

Can I see a copy of the assessment?

Once a performance review has been completed and submitted, you will receive a copy of the assessment to the email you provide us during the meeting. This will include the review, accompanying notes and overall score.

How long will each Performance Review take?

A performance review may take up to an hour, however, this may differ between property plans. You should allow for additional time that may be required.

Where can I go if I have further questions?

Please email any questions to our Commercial Procurement team at NZSPA Commercial SP.Commercial@schoolproperty.govt.nz

Mandatory Criteria for all performance assessments

Questions Asked	Points to Consider	How you will be assessed
Collaboration, Transparency and Engagement Demonstrates willingness to collaborate and engage with relevant stakeholders and NZSPA representative	Attitude towards teamwork and collaboration with NZSPA, contractors, subtrades and the school has enabled project to track positively and build a good working relationship.	• Unsatisfactory – Lack of willingness to collaborate at any stage. Lack of engagement with NZSPA, contractors, other consultants, subtrades or the school has severely impacted the project. • Needs Improvement – Some collaboration is shown but not to an effective standard. At times needed prompting to engage with the NZSPA representative, other consultants, contractors, subtrades or the school. Project has suffered some minor issues due to lack of collaboration with others. • Requirements Fully met – Has shown a good understanding of collaborating with the NZSPA representative, other consultants, contractors, subtrades or the school. The project has not been affected in any aspects. Is positively engaging with the NZSPA representative, other consultants, contractors, subtrades and the school and can be trusted to attend school engagements unsupervised. • Exceeds Requirements – Exceeded the expected levels of collaboration resulting in a high level of situational awareness for the NZSPA representative, other consultants, contractors, subtrades or the school due to a dedicated drive to be proactive. All members of the project were kept informed
Responsiveness and ability to communicate Provides efficient and timely responses in an open and clear manner, ensuring NZSPA remains informed at all stages.	• Committed to response deadlines set by the Contract Manager/representative and Delivery Manager. • Open and clear communication.	• Unsatisfactory – No response by deadline given. Contract Manager/NZSPA representative/Delivery Manager continually chasing for information with no action/reply. Severe lack of ability to communicate effectively. Project program negatively affected. • Needs Improvement

Questions Asked	Points to Consider	How you will be assessed
	• Good written and verbal communication.	– Contract Manager/NZSPA representative/Delivery Manager chases information past deadlines but receives a response within 24-48 hours. Communication is generally accurate but has minimal detail. • Requirements Fully met – All responses on time. No effects on project programme. Communication is accurate, clear and concise. • Exceeds Requirements – Responses continually received by the Contract Manager/NZSPA representative/Delivery Manager before the required deadline. Project programme benefits from timely and comprehensive responses well before deadline.
Quality of Product/Output Effective management and resourcing to deliver product/output to the required quality standards and scope.	To date, product/output is to the required quality standard as agreed with the NZSPA representative. To date, the product/output is meeting the agreed scope. Any change to the product/output has prior agreement with the NZSPA representative.	• Unsatisfactory – To date, product/output is not to the required quality standard as agreed with the NZSPA representative. To date, the product/output is not meeting the agreed scope. Changes to the product/output has not had prior agreement with the NZSPA representative. • Needs Improvement – To date, some elements of the product/output are not to the required quality standard as agreed with the NZSPA representative. To date, some elements of the product/output are not meeting the agreed scope. Changes to some elements of the product/output did not have prior agreement with the NZSPA representative. • Requirements Fully met – To date, product/output is to the required quality standard as agreed with the NZSPA representative. To date, the product/output is meeting the agreed scope. Changes to the product/output has prior agreement with the NZSPA representative. • Exceeds Requirements – To date, product/output is to a higher quality standard than previously agreed with the NZSPA representative. To date, the product/output is exceeding the agreed scope. Agreed changes to the product/output has improved outcomes for NZSPA.

Questions Asked	Points to Consider	How you will be assessed
Competency Competency of the 10YPP consultant to effectively deliver the 10YPP and progress all necessary tasks.	• Technical skills interpersonal skills and management skills within the programme. • Ability to plan forward works and make resources available.	• Unsatisfactory – Significant skills or competency issues with the 10YPP consultant, requiring immediate attention. • Needs Improvement – Some deficiencies noted in the skills and competencies of the 10YPP consultant, or areas where improvements are needed. • Requirements Fully met – 10YPP consultant has demonstrated the required skills and competencies of a 10YPP consultant, at all levels. • Exceeds Requirements – 10YPP consultant has demonstrated a high level of competency, above requirements, with the ability to forward plan works and make resources available.
Competency Competency of the 10YPP consultant to effectively deliver the 10YPP and progress all necessary tasks.	Competency of the 10YPP consultant to effectively deliver good quality plans.	• Unsatisfactory – Plan is rejected more than once with significant input from NZSPA required to bring plan up to required standard. • Needs Improvement – Plan requires some minor changes after first submission, but no significant re-work required. • Requirements Fully Met – Plan meets all requirements.
Accurate Deliverables	• Effective management and resourcing to produce the required deliverables on time. • Deliverables are completed to the required scope.	• Unsatisfactory – 10YPP delivery significantly behind target completion date. • Needs Improvement – Deadlines were slipped however were eventually met with programme continuing with some minor impacts. • Requirements Fully Met – All deliverables met agreed deadlines. Deliverables meet all standards with no errors. Close out of programme was met and no further engagement was needed.



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