Australian Government

Assessment Requirements for CPPCMN3007 Support leadership in the workplace

Release: 1

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Modification History

Release 1.

Replaces superseded equivalent CPPCLO3039A Support leadership in the workplace.

This version first released with CPP Property Services Training Package Version 4.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also provide the following support to a workplace supervisor or manager:

- participate in two team meetings, actively and constructively responding to group discussions
- provide coaching or mentor support to one colleague
- identify and resolve a conflict in the workplace using conflict resolution techniques and strategies according to company requirements
- communicate effectively one-to-one and with a small group
- actively contribute to two different team building activities in the workplace.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- causes of stress or conflict in teams and strategies for identifying, managing and reducing them
- company requirements and procedures relating to supporting leadership in the workplace, including:
  - codes of conduct
  - communication protocols
  - own role, responsibility and delegation requirements
  - reporting procedures
  - role and function of workplace teams
- developmental opportunities available to team members and ways to access them, including:
  - apprenticeship opportunities
  - career pathways
  - in-house training programs
  - job rotations
  - mentoring opportunities

- key requirements of legislation and regulations, including work health and safety (WHS) legislation and industrial awards and legislation in order to provide support to leadership
- company goals, including:
    - budgetary and profit targets
    - company service standards
- team development techniques.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- physical conditions:
    - suitable work site or venue where work is performed under supervision and where team meetings are conducted
- relationships with team members and supervisor:
    - work may be conducted alone or as part of a team.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b