Australian Government

Department of Education, Employment and Workplace Relations

SIRXMGT001A Coordinate work teams

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

SIRXMGT001A Coordinate work teams

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate work teams in a retail environment. It involves monitoring and organising staffing levels, informing team members of expected standards of work, coaching and motivating the team and maintaining staffing records.

Application of the Unit

This unit applies to team leaders or managers who are responsible for the induction, rostering, coordination, coaching and motivation of work teams according to store policy and procedures and local statutory requirements. It requires strong interpersonal communication skills.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Monitor and organise staffing levels.	1.1. Maintain *staffing levels* and rosters in designated areas within budget and according to *store policy and procedures* and *legislative requirements*.
	1.2. Roster *team* according to anticipated sales peaks and *statutory requirements*.
	1.3. Inform team members of individual rosters according to store policy and procedures.
	1.4. Take corrective action as needed, according to staff availability.
2. Inform team members.	2.1. Inform team of expected standards of *work* and behaviour required by store policy in a manner and at a level and pace appropriate to the individual.
	2.2. Implement staff *communication* and motivation programs according to store policy.
	2.3. Compare store targets to individual and team results.
	2.4. Conduct staff meetings to address issues within area of authority according to store policy.
	2.5. Perform *staff induction* into teams, according to store policy.
3. Coach on the job.	3.1. Identify opportunities to *coach* team members who are unfamiliar with specific *procedures*.
	3.2. Make team members aware of the work application of the competency or job being taught.
	3.3. Use a systematic approach, including explanation and demonstration where appropriate.
	3.4. Encourage trainees by positive *comments and feedback*.
	3.5. Design feedback during instruction to help trainees learn from their mistakes.
	3.6. Encourage and guide trainees to evaluate their own performance and diagnose it for improvement.
	3.7. *Evaluate* trainees' performance, according to store policy and procedures.
4. Motivate the team.	4.1. Identify strengths and weaknesses of team against current and anticipated work requirements.

4.2. Encourage individuals within the team to contribute to discussion and planning of team objectives and goals.

4.3. Update and review team objectives and goals on a regular basis in consultation with *relevant personnel*.

4.4. Develop positive and constructive relationships with and between team members.

4.5. Treat all team members fairly, equally and with respect.

4.6. Accept responsibility for developing own competencies and identify realistic objectives.

5. Maintain staffing records.	5.1. Maintain *staff records* as required, according to store policy and relevant awards and agreements.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal skills to:
    - inform team members of rosters
    - conduct staff meetings
    - coach team members, including explaining and demonstrating
    - provide feedback and encouragement through clear and direct communication
    - ask questions to identify and confirm requirements
    - give instructions and provide constructive feedback
    - use language and concepts appropriate to cultural differences
    - use and interpret non-verbal communication
- literacy skills to:
    - interpret workplace documents
    - report procedures

Required knowledge

- store policy and procedures in regard to:
    - workplace ethics
    - work teams
    - staffing rosters
    - personnel records
    - trainee assessment
    - supervising new apprentices
    - staff counselling and disciplinary procedures
    - work and overtime periods
    - meetings
    - housekeeping
- store organisational structure
- rights and responsibilities of employers and employees in retail workplace
- award and agreement requirements, including employment classifications, such as full-time, part-time and casual
- forms of work in retail
- major changes affecting retail workplaces
- principles and techniques in interpersonal communication
- relevant legislation and statutory requirements, such as:
    - equal employment opportunity (EEO) legislation
    - anti-discrimination legislation
    - industry awards and agreements

- relevant Work Health and Safety (WHS) regulations

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • consistently and responsibly applies store policy and procedures and ethical behaviour in regard to the coordination of staff • consistently applies store policies and procedures in regard to monitoring, organising, maintaining staffing levels, communicating with staff, mentoring, coaching and motivating staff • consistently and responsibly applies store policy and procedures in regard to the induction of new staff. • consistently and responsibly applies store policy and procedures in regard to maintaining staffing levels and coordinating work teams within budgetary constraints • consistently applies state and local statutory requirements and regulations, including relevant industry awards and agreements • consistently applies appropriate communication and interpersonal skills when motivating the team and informing staff of roles and responsibilities • reports suggestions for improvements in procedures to management.

Context of and specific resources for assessment	Assessment must ensure access to:
	
	• a retail work environment
	
	• relevant documentation, such as:
	
	   • legislation and statutory requirements
	
	   • awards and agreements
	
	   • job descriptions and responsibilities
	
	   • training programs
	
	   • store policy and procedures manuals
	
	   • rostering and recording systems
	
	   • a work team.

Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- third-party reports from a supervisor
- answers to questions about specific skills and knowledge
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXMGT002A Maintain employee relations.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. *Bold italicised* wording in the performance criteria is detailed below.

Staffing levels may vary according to:	- peak trading times - special events - promotion - stocktakes - refurbishment.
Store policy and procedures may relate to:	- staffing requirements - on the job training - maintaining staffing records - housekeeping.
Legislative requirements may include:	- WHS - equal opportunity - anti-discrimination - workplace relations - industry awards and agreements.
Team may include:	- full-time, part-time or casual staff - staff under contract - people with varying degrees of language and literacy - people from a range of cultural, social and ethnic backgrounds - people with a range of responsibilities and job descriptions.
Statutory requirements may include:	- minimum and maximum hours of work - meal and other breaks - leave entitlements - remuneration scales - penalty rates - relevant industry awards and agreements.
Work may include:	- selling - merchandising - housekeeping - rostering - maintaining equipment - stocktaking.

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Communication with team may be:	- face-to-face - written - in languages other than English, Indigenous languages or visual languages, such as sign language - individually or in groups.
Staff induction may include:	- formal training program - one-to-one coaching.
Coaching may be done:	- frequently or infrequently - formally or informally.
Procedures may relate to:	- modes of communication - contact with customers - job descriptions and responsibilities - interaction with other team members - interaction with supervision and management - WHS.
Techniques for providing ***comments and feedback*** may include:	- using appropriate, open and inclusive language - speaking clearly and concisely - using languages other than English, including Indigenous languages and visual languages, such as sign language - non-verbal communication.
Methods of ***evaluation*** may include:	- observation - third-party reports - customer feedback - questioning.
Relevant personnel may include:	- team members - supervisors - managers.
Staff records:	- systems may be: - manual - electronic - may relate to: - attendance - leave entitlements - training - discipline.

Unit Sector(s)

Cross-Sector

Competency field

Management and Leadership