Australian Government

Department of Education, Employment and Workplace Relations

TLIG207C Lead a work team or group

Release: 1

TLIG207C Lead a work team or group

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to lead a work team or group including participating in team/group planning, managing and developing team/group performance, participating in and facilitating the work team/group in its achievement of workplace tasks, and documenting and reviewing work team/group performance.

Application of the Unit

Work is carried out in accordance with workplace procedures and relevant regulations.
Work is performed under some supervision, generally within a team environment.
Work involves the application of established procedures to the provision of leadership within a work team or group.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.
Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 **Participate in team/group planning**	1.1 Requirements of a team/group task are identified and clarified in conjunction with other team or group members to ensure appropriate interpretation of specifications and in accordance with enterprise requirements
	1.2 Task is interpreted and relevant steps are identified in conjunction with other team/group members to ensure efficient conduct of work to meet specifications and enterprise requirements
	1.3 Steps are planned in conjunction with the work of other personnel to allow achievement of practical outcomes according to enterprise and/or manufacturers procedures
2 **Manage and develop team/group performance**	2.1 Task activities are assigned to team/group members based on their areas of competence and expertise and their availability
	2.2 Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policies
	2.3 Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures
3 **Participate in and facilitate the work team/group**	3.1 Work activity is organised and carried out with other involved team/group members and personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks
	3.2 Individuals and teams/groups are actively encouraged to take individual and joint responsibility

| 4 | **Document and review work team/group tasks** | 4.1 | All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturers and enterprise requirements |
| | | 4.2 | The outcomes of the team's/group's task activities are compared with the planned objectives, task instructions and specifications to ensure all requirements have been met |

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Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant regulatory and code requirements

Relevant OH&S and environmental protection policies and procedures

Workplace protocols and procedures for leading work teams

Techniques to encourage appropriate participation of team/group members

Coaching and mentoring approaches

Workplace policies and plans including procedures for training and development

Principles, duty of care and obligations within the chains of responsibility in the transport industry

Strategies to implement continuous improvement processes

Typical problems that can occur when leading a work team and related appropriate action that can be taken

Required skills:

Communicate effectively with others when leading a work team

Read and interpret instructions, procedures and information relevant to team leadership and team activities

Negotiate and work effectively with team members

Interpret and follow operational instructions and prioritise work

Complete documentation related to team leadership and team activities

Operate electronic communication equipment to required protocol

Provide leadership and encouragement to team members

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when leading a work

team in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unanticipated situations that may arise when leading a work team

Apply precautions and required action to minimise, control or eliminate hazards that may exist during team activities

Plan team activities, including predicting consequences and identifying improvements

Monitor team activities in terms of planned schedule

Modify team activities depending on differing operational contingencies, risk situations and environments

Ensure application of fatigue management knowledge and techniques

Operate and adapt to any differences in language and culture amongst team members

Identify and recommend improvements to services, resource allocation and use

Select and appropriately apply technology, information systems and procedures to complete workplace tasks

Evidence Guide

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

Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
	the underpinning knowledge and skills
	relevant legislation and workplace procedures
	other relevant aspects of the range statement
Context of and specific resources for assessment	Performance is demonstrated consistently over a period of time and in a suitable range of contexts
	Resources for assessment include:
	a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
	access to an appropriate range of relevant operational situations in the workplace
	In both real and simulated environments, access is required to:
	relevant and appropriate materials and/or equipment, and/or
	applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	Assessment of this unit must be undertaken by a registered training organisation
	As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
	Practical assessment must occur:
	through appropriately simulated activities at

the registered training organisation, and/or

in an appropriate range of situations in the workplace

Range Statement

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.

Work involves:	completion of workplace activities as a leader of a work team
Work may occur:	by day or night
	in a variety of work contexts
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Team members may include:	English-speaking persons
	multilingual staff
	persons with limited ability to communicate in English
	persons from a range of cultural backgrounds
	permanent, part-time and/or casual staff
Consultative processes may include:	other members of the team
	supervisors/team leaders
	workplace personnel
	visitors
	contractors
	official representatives
	union representatives
	industrial relations and OH&S specialists
	other professional or technical staff
	managers
Communication may involve the basic use of a range of communication technology including:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	radio

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Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documentation may include:	workplace procedures, checklists and instructions
	goods identification numbers and codes
	manifests, bar codes, goods and container identification
	manufacturers specifications
	workplace policies
	supplier and/or client instructions
	material safety data sheets
	relevant codes of practice including the national standards for manual handling and the industry safety code
	legislation, regulations and related documentation
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
	dangerous goods and freight regulations and codes
	relevant Australian and state/territory OH&S legislation
	equal employment legislation and related policies
	environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

G - Teamwork

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