



**Australian Government**

# **Assessment Requirements for BSBXTW401**

## **Lead and facilitate a team**

**Release: 2**

# Assessment Requirements for BSBXTW401 Lead and facilitate a team

## Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and foundation skills of this unit, including on at least one occasion, evidence of the ability to:

- assign tasks to team members with appropriate instruction and considering any required contingencies
- provide feedback and assistance to team members
- collate feedback on individual and team performance
- identify and implement development opportunities for others
- manage conflicts and challenges according to organisational requirements.
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## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- organisational requirements relevant to workplace teams:
  - workplace policies
  - codes of conduct
  - organisational reputation and culture
- legislative requirements relevant to the workplace
- facilitation techniques to encourage team cohesion and effectiveness
- mentoring and coaching techniques to support team members
- strategies for conflict resolution and negotiation
- different methods and styles of communication

- key principles of cross-cultural communication and communication with individuals with special needs or disabilities
- professional behaviours to role model as a leader
- typical workplace contingencies that can impact teams:
  - unplanned leave or absence of workers
  - re-allocation of work tasks
  - succession planning for important team roles
- teamwork challenges relevant to performance evidence:
  - difficulties performing tasks
  - conflicts with clients or team members
  - potential risks or safety hazards
  - unethical or inappropriate behaviour.

## Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

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