



Australian Government

Department of Education, Employment and Workplace Relations

BSBMGT404A Lead and facilitate off site staff

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	<p>This unit describes the performance outcomes, skills and knowledge required to supervise staff who perform agreed duties at an alternative site (usually home) during some or all of the scheduled work hours. OFF SITE WORK is a flexible employment option that meets all legal and regulatory employment requirements.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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Application of the Unit

Application of the unit	<p>This unit applies to frontline managers who may be supervisors or team leaders who have responsibility for overseeing the work of off site staff.</p> <p>Increasingly, managers and staff are at different locations and the opportunities for face to face communication are reduced. In these cases managers must develop different techniques and approaches to ensure quality standards and work outcomes are met.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Facilitate off site work outcomes	<ul style="list-style-type: none">1.1. Clarify roles and responsibilities of off-site work supervisors with management and off-site staff1.2. Provide leadership and direction to off-site staff to foster independent self-managed work practices that address agreed outcomes in terms of quality and milestones1.3. Ensure that work objectives for off-site staff are linked to measurable targets and include agreed timeframes1.4. Use participative, transparent decision making to review work allocation responsibilities of off-site staff and related on-site staff
2. Support off site staff	<ul style="list-style-type: none">2.1. Provide guidance to off-site staff to establish and maintain a supportive working environment in accordance with legal and organisational requirements2.2. Assign key personnel/mentors to support off-site staff and to provide a link between off-site staff and the organisation2.3. Establish and maintain effective working relations between on-site staff and off-site staff through regular meetings and other occasions used to build organisational culture and values
3. Manage off site staff performance	<ul style="list-style-type: none">3.1. Plan and conduct regular meetings to determine individual progress, identify needs, clarify and solve issues, and provide networking opportunities3.2. Evaluate performance against agreed goals and targets, and address in accordance with organisational policy and practice3.3. Address problems in work performance through constructive solutions identified with off-site staff3.4. Ensure evidence relating to performance is valid, documented and evaluated to identify learning and development requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills to negotiate and manage conflict and to manage performance
- computer skills to undertake online communication
- literacy skills to interpret requirements and to document performance management outcomes
- numeracy skills to determine time lines and milestones.

Required knowledge

- e-work policy and practices
- legal and ethical requirements for e-work
- occupational health and safety
- relationship management.

Evidence Guide

EVIDENCE GUIDE

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

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- strategies to facilitate work and provide support for off-site staff
- methods for providing feedback and adapting the performance management system so that work outcomes are met
- knowledge of legal and ethical requirements for e-work.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate documentation and resources normally used in the workplace.

Method of assessment

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

- analysis of responses to case studies and scenarios
- assessment of written reports
- demonstration of techniques
- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate

Guidance information for assessment

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. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<p><i>Role and responsibilities of supervisors</i> of off-site <i>work</i> supervisors may include:</p>	<ul style="list-style-type: none"> • assessing progress • coaching • early identification and handling of problems • flexibility in supervisory practices • focus on quality of work rather than time spent • goal setting • including off-site staff in office meetings, both official and social • off-site visits • management based on outcomes • recruitment and selection • regular feedback • telephone supervision
<p><i>Off-site work</i> may include:</p>	<ul style="list-style-type: none"> • home-based work where staff members work at home with access to various types of employer equipment, databases and networks • hotelling or hot-desking where employees work out of the office for significant periods of time but can reserve a workspace, for example office or workstation in the organisation's facilities • staff who travel and work in remote locations • telecommuting where employees are physically situated at an alternative workplace such as a home office and continue to carry out their duties • virtual office, which is a remote electronic work station for employees or work station for self-employed workers
<p><i>Legal and organisational requirements</i> of off-site work may include:</p>	<ul style="list-style-type: none"> • business contents insurance against damage and theft • other insurance e.g. travel • public liability • taxation law

RANGE STATEMENT	
	<ul style="list-style-type: none">workers compensation for work related injury/accident
<i>Regular meetings</i> may involve:	<ul style="list-style-type: none">meeting with mentor/supervisor or with other team members or stakeholdersperiodic meetings at the off-site workplaceperiodic meetings at the organisation's premises

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Management and Leadership - Management
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Co-requisite units

Co-requisite units		