CHCORG502B Work autonomously

Release: 1

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Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCORG502A Work autonomously	CHCORG502B Work autonomously	Unit updated in V4. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to work as a member of a team or as an individual for periods of time without direct supervision and for coaching and mentoring colleagues

Application of the Unit

Application	This unit may be applied across a range of areas of work in the community sector

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills   This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Undertake work *activities*	1.1 Identify and address *work requirements* within own role and area of responsibility
	1.2 Demonstrate understanding of instructions and directions, clarify where necessary, and implement appropriately
	1.3 Undertake responsibilities and duties consistent with decisions made by the team, instructions given by management and agreed policies and procedures
	1.4 Maintain communication with team leader advising of progress of task/activity
	1.5 Modify tasks or performance if required in line with approved procedures and, if possible, agreed in advance with the appropriate person
	1.6 Determine needs for additional support and communicate clearly and in a suitable format to management or appropriate person
	1.7 Provide reports about progress and completion of work clearly in a form and at times and frequencies as agreed
	1.8 Share information about own area of work and responsibility with *colleagues* in a way which helps them to carry out their own work and to put agreed plans into action
	1.9 Ensure sharing of information complies with agreed boundaries of confidentiality
	1.10 Maintain personal safety and safety of others
	1.11 Communicate to team leader any legal requirements and/or ramifications of activities
2. Accept responsibilities	2.1 Accept responsibilities according to organisation's policy and procedures
	2.2 Ensure team leader is appraised of outcome/s of tasks or activities in line with agreed guidelines
	2.3 Ensure any activity that exceeds the scope of the defined task is referred to the team leader

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ELEMENT	PERFORMANCE CRITERIA
3. Set performance requirements	3.1 Set performance requirements based on objectives and goals
	3.2 Ensure *performance requirements* are agreed with team leader
4. Maintain team performance	4.1 Monitor individual performance against defined *performance requirements* and take appropriate action to maintain performance if required
	4.2 Monitor performance of others and take appropriate action through coaching and mentoring to ensure objectives and goals are met
	4.3 Respond to unsatisfactory practice of colleagues in a manner that balances organisation needs and goals with consideration for the individual
	4.4 Provide team leader with feedback, positive support and clear accurate advice
	4.5 Refer *performance issues* which cannot be rectified or addressed to *appropriate personnel* according to organisation policy
	4.6 Advise team leader of any changes in priorities or tasks
	4.7 Complete all *required documentation* relevant to performance

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ELEMENT	PERFORMANCE CRITERIA
5. Act as a team leader as required	5.1 Identify *work requirements* and present to team members
	5.2 Communicate instructions and directions to team members clearly and unambiguously
	5.3 Recognise, discuss and deal with team members' concerns and queries
	5.4 Adhere to equal opportunities codes of practice and respond to cultural and religious beliefs and practices of colleagues in a way that demonstrates that diversity is valued and that discrimination and prejudice will be challenged
	5.5 Communicate any legal requirements and/or ramifications of team activities to team members
	5.6 Allocate duties, rosters and responsibilities to team members having regard to the skills and knowledge required to properly undertake the assignment or task and according to organisation policy and procedures
	5.7 Make comments and give constructive criticism to colleagues in a manner which identifies their good practice and reinforces their self confidence
	5.8 Use opportunities to communicate informally with colleagues as far as possible within the time constraints of the work environment to develop shared attitudes and to extend relationships
	5.9 If colleagues experience discrimination, offer support that helps them assert their individual rights and sustain their confidence and self-esteem

ELEMENT	PERFORMANCE CRITERIA
6. Contribute to team *meetings*	6.1 Undertake adequate meeting preparation to enable the supply of suitable information and effective contribution to discussion
	6.2 Participate in meetings, planning and decision-making consistent with own role and the role of other members of the team
	6.3 Ensure information given and views expressed to those outside the team are consistent with the decisions of the team
	6.4 Manage any decisions made which *conflict* with own viewpoint in a manner which is likely to promote the aims of the team and organisation

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ELEMENT	PERFORMANCE CRITERIA
7. Respond to stress and conflict in the team	7.1 Respond to indications that colleagues are stressed or need support in a manner that encourages them to share their concerns and difficulties
	7.2 Ensure any offers made in a work context to help colleagues alleviate stress or develop support are within own area of responsibility and competence
	7.3 Share information to help colleagues identify sources of support or expertise and further training opportunities, if it can potentially enhance their competence and ability to cope
	7.4 Respond to conflict with colleagues or between colleagues in a manner that does not disrupt the work of the organisation
	7.5 Promptly refer to an appropriate person if conflict cannot readily be resolved
	7.6 Respond to solutions proposed to reduce conflict in a way that demonstrates willingness to compromise and to amend practices in a flexible and positive manner in the interests of the effective working of the organisation
	7.7 Where there is evidence of prejudice and/or discrimination on the part of a team member, challenge behaviour in a manner likely to bring about change
	7.8 Offer support to colleagues in conflict with others consistent with organisation requirements and procedures, and in a manner that balances needs of the individual colleague with the maintenance of quality of the organisation

Required Skills and Knowledge

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

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Legal requirements and ramifications of team activities
- Organisation's policy relevant to hours of work and work allocation
- Procedures and methods of setting performance expectations
- Organisation's policy for referring performance issues
- Organisation's requirements for documenting team performance and activities
- Team members duties and responsibilities
- Method of monitoring performance
- Knowledge of current principles and practices required to work in a team
- Follow defined work health and safety (WHS) policies and procedures

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Communicate performance expectations
- Provide feedback and assistance to team members in the work environment
- Perform and allocate work duties
- Identify the roles and areas of responsibilities of self and other team members and clearly and accurately communicate these
- Identify support systems within the organisation and the sources of information about support within the wider community
- Identify sources of information about training
- Apply organisation procedures for dealing with conflict
- Apply knowledge of:
    - group dynamics
    - the organisation's structure, role and policies
    - current practice and objectives of the organisation
    - equal opportunities codes of practices of the organisation
    - acknowledged good practice and legal obligations
    - rules of confidentiality of the setting
    - meeting procedures and decision-making processes

In addition, the candidate must be able to effectively do the task outlined in elements and

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performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Communicate instructions and directions
- Represent issues to management
- Complete a range of documentation
- Encourage team members
- Undertake informal performance counselling
- Apply team building skills

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 this unit of competency:	- The individual being assessed must provide evidence of specified essential knowledge as well as skills - This unit will be most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions - Assessment of performance should be over a period of time covering all categories of the range of variable statements that are applicable in the learners environment

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Access and equity considerations:	• All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work • All workers should develop their ability to work in a culturally diverse environment • In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people • Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:	• This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
	• Resources required for assessment include access to:
	  • an appropriate workplace and/or simulation of realistic workplace setting where assessment can take place
	  • human resources consistent with the range of workplace variables

Method of assessment:	• Observation in the workplace • In cases where the learner does not have the opportunity to cover all categories of the range of variables statements in the work environment, the remainder should be assessed through realistic simulations, projects, previous relevant experience or oral questioning on 'What if?' scenarios • Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and consideration of required attitudes • Where performance is not directly observed and/or is required to be demonstrated over a 'period of time' and/or in a 'number of locations', any evidence should be authenticated by colleagues, supervisors, clients or other appropriate persons

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. Add any 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.

Activities may include:	• Non operational activities (tasks, projects, preparing documentation) • Operational activities (responding to emergencies and non-emergency operations including sport and recreation events, public relations activities, special events and activities)
Appropriate personnel may include:	• Manager • Human resource personnel • Team leader • Supervisor
Colleagues may include:	• Experienced colleagues • New or inexperienced colleagues • Work experience students/trainees
Conflict may be:	• Between the learner and a colleague or colleagues • Between two or more colleagues
Meetings may include:	• Regular full meetings of the team • Special meetings related to specific tasks • Meetings of part of the team only
Performance issues may include:	• WHS • Hours of work details • Concerns about ability to complete work • Inadequate resources

Performance requirements include:	• Goals • Objectives • Plans • Standards
Required documentation may include:	• Forms • Proformas • Incident reports • Rosters • Timesheets • Written reports • Logs
Work requirements may include:	• Tasks • Projects • Activities • Timelines • Other personnel involved • Equipment to be used

Unit Sector(s)

Not Applicable