



Australian Government

**Assessment Requirements for
CPPCMN4003 Establish, develop and
monitor teams**

Release: 1

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Modification History

Release 1.

New unit of competency replacing superseded equivalent CPPCMN4005A Facilitate effective teamwork and CPPCMN4006A Facilitate effective workplace relationships.

This version first released with CPP Property Services Training Package Version 3.

Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also establish a working team comprised of a minimum of three members, in which the work must involve:

- establishing three different key performance indicators (KPIs) for each team member according to their roles and responsibilities
- communicating KPIs to each team member and clarifying and confirming understanding and acceptance
- identifying and communicating one developmental opportunity with each person
- monitoring and recording team interactions and individual and team performance over a suitable timeframe.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- team dynamics, including causes of stress or conflict in teams and suitable resolution strategies
- communication requirements and methods suitable for team members and work roles
- company codes and standards for workplace conduct, ethics, and personal presentation
- company policies and procedures relating to own and team members' roles, responsibilities and delegation level, including:
 - work instructions
 - counselling and disciplinary procedures
 - reporting and documentation requirements
 - staff development and learning opportunities
 - specific customer requirements
 - quality and continuous improvement requirements
- legislative compliance requirements relating to teamwork and work role, including:
 - anti-discrimination

- consumer rights
- environmental protection
- equal employment opportunity
- privacy
- sustainability
- work health and safety (WHS), including personal protective equipment (PPE) requirements.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- materials:
 - company-specific business standards
 - legislative requirements as listed in range of conditions
- specifications:
 - teamwork instructions
- physical conditions:
 - work site
 - a minimum of three new team members
- relationships with team members and supervisor:
 - supervisory responsibility for a small team.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>