



Australian Government

Assessment Requirements for FBPPPL3001 Support and mentor individuals and groups

Release: 1

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Modification History

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 1.0.

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has supported and mentored one individual on at least one occasion and a group on at least one other occasion, including:

- modelling behaviour and performance consistent with company policy and procedures
- supporting others in their behaviour and performance
- providing feedback on performance and taking appropriate action
- planning and organising group activities to engage participation
- determining, recording and implementing clear group process outcomes.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- company policies and procedures as they apply to the work area
 - regulations and legislative requirements, including:
 - sexual discrimination
 - harassment and bullying
 - equal employment opportunity
 - anti-discrimination
 - racial vilification
 - work health and safety
 - food safety
 - environmental management
 - industry awards and workplace agreements to develop an awareness of the main issues covered as they affect day-to-day work arrangements
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- techniques for structuring and explaining work-related information to meet the needs of people in the work area
 - interpersonal skills, including appropriate questioning, listening and feedback techniques
 - workplace arrangements for training/assessment and related responsibilities
 - boundaries of responsibility and related procedures for feedback, counselling and disciplinary procedures
 - formal arrangements and responsibilities for consulting others relating to work role
 - meeting procedures and recording requirements as relevant in the workplace
 - basic group process facilitation procedures, including:
 - planning group processes
 - identifying the purpose
 - confirming the appropriate attendance
 - decision making
 - documenting basic group processes
 - communications skills relevant to working with individuals and groups.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - systems and programs in the workplace to support development and mentoring of others
 - relevant resources to support mentoring role and responsibilities
- specifications:
 - regulatory, licensing, and legislative requirements
 - industrial awards and agreements
 - workplace policies, codes of practice and procedures
 - workplace systems and procedures for consultation, feedback, counselling and discipline
 - information systems, including recording and retrieval systems
- relationships (internal and/or external):
 - opportunities to interact with others using typical workplace communication processes.

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

Links

Companion Volumes, including Implementation Guides, are available at VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>
