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.

Application

This unit of competency describes the skills and knowledge required to model appropriate work practices, provide feedback to groups and individuals, and facilitate group processes.

This unit applies to individuals who work under broad direction and take responsibility for their own work and may have some formal responsibility for managing others. This includes working in a range of known contexts and completing routine activities.

No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

People, Planning and Logistics (PPL)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Support others in the work area	1.1 Mentor individuals to meet work requirements according to workplace procedures
	1.2 Compare individual work performance against expected workplace standards
	1.3 Ensure performance is monitored and appropriate action is taken according to workplace procedures
	1.4 Provide feedback to individual on performance according to

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	workplace procedures
2. Facilitate group processes	2.1 Determine purpose of group process and plan group involvement 2.2 Gather information and develop a proposed process outcome through discussions with the group 2.3 Engage the members of the group to ensure decisions are made and agreed according to workplace procedures 2.4 Record the agreed outcomes and implement process in a timely manner

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Writing	• Accurately records and completes organisational documents using clear language and correct spelling, grammar and terminology
Oral communication	• Effectively participates in verbal exchanges using collaborative and inclusive techniques, including active listening and questioning, and reading of verbal and non-verbal signals to convey and clarify information
Interact with others	• Uses a range of strategies to establish a sense of connection and build rapport with co-workers • Cooperates with others and contributes to the improvement of work practices
Get the work done	• Contributes to continuous improvement of current work practices by applying basic principles of analysis • Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Addresses less predictable problems and initiates standard procedures in response, applying problem-solving processes in determining solutions • Accepts responsibility and ownership for the task and makes decisions on completion parameters and the need for coordination with others

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPPPL3001 Support and mentor individuals and groups	FDFPPL3003A Support and mentor individuals and groups	Updated to meet Standards for Training Packages Minor changes to Performance Criteria for clarity	Equivalent unit

Links

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