Australian Government

Department of Education, Employment and Workplace Relations

ICPSU554C Manage teams

Revision Number: 1

ICPSU554C Manage teams

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to supervise and coordinate other workers.

Application of the Unit

Application of the unit	This unit requires the individual to supervise other workers and coordinate their work.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	

Employability Skills Information

Employability skills	This unit contains employability skills.

Innovation and Business Skills Australia

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Lead planning	1.1. A range of questioning and prompting techniques is applied to promote participative team or individual planning
	1.2. Proposals are accurately recorded to reflect the outcomes of the planning
	1.3. Plans take into account the timelines, responsibilities and production requirements which affect the team or individual
	1.4. Tasks are selected to suit skill levels of individuals or team members
2. Lead problem solving	2.1. Problem is clearly defined by the team or individuals involved, and criteria for selecting a solution are identified
	2.2. Data or evidence is collected and analysed
	2.3. Group or individual is encouraged to contribute to determine solutions
	2.4. Alternatives are identified and solution selected
	2.5. Implementation is planned and carried out
	2.6. Implementation of solution is evaluated to determine effectiveness of decisions
3. Develop individual or team participation	3.1. Support is provided to individuals or team members to ensure full participation
	3.2. Procedures are implemented to enable the team or individual to assess effectiveness
4. Check OHS standards in the work area	4.1. Applicable OHS and environmental standards are identified, interpreted and implemented
	4.2. Implementation of standards is monitored to determine safety in the work area
	4.3. Improvements are recommended in order to achieve established standards
5. Monitor process standards	5.1. Quality and performance standards are identified, interpreted and implemented
	5.2. Implementation of standards is monitored to determine effectiveness of process
	5.3. Improvements are recommended in order to achieve established quality control standards
6. Communicate with work team, individuals and	6.1. Information affecting work area, including OHS, is given logically and in an easily understood manner to other workers

ELEMENT	PERFORMANCE CRITERIA
management	6.2. Feedback from team members and individuals is sought to assist in the participation process
	6.3. Communication and reporting are carried out, where required, with management and/or external personnel in a manner which ensures effective and appropriate information exchange

Innovation and Business Skills Australia

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- OHS in relation to operating machinery such as safely switching off machinery before cleaning is started
- communication of ideas and information by giving clear instructions to workers
- collecting, analysing and organising information by using information about machine and worker capabilities to make best use of resources
- planning and organising activities by planning job sequences and workloads to ensure maximum productivity
- teamwork when leading planning and problem-solving to develop team effectiveness
- mathematical ideas and techniques by accounting for timelines in planning the work of others
- problem-solving skills by leading problem solving with the team
- use of technology by using basic communications and information management tools

Required knowledge

- responsibility for determining the OHS standards
- parties that monitor the OHS standards in the workplace
- power of individuals in the workplace in relation to OHS standards
- need to determine the skill level of workers
- methods of determining skill levels of individual workers
- types of problems that may be determined
- strategies that are in place for the implementation of problem-solving techniques
- methods to encourage team members to participate
- need to assess the effectiveness of implementation procedures
- improving quality and performance standards
- checks that are made to quality standards
- responsibility to implement improvements to process standards
- ramification of standards not being improved
- effective communication with individuals in the workplace
- feedback implementation
- the importance of gaining feedback

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 ability to: • effectively supervising and managing the work of others • produce a portfolio that demonstrates that each element has been carried out. This can include rosters, schedules, quality related documentation and testimonials from superiors and workers being supervised • evidence for assessment may be gathered from assessment of the unit of competency alone or through an integrated assessment activity.
Context of and specific resources for assessment	Assessment must ensure: • assessment may take place on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment.
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: • 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	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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.

Degree of autonomy may include:	• the competencies apply to personnel who supervise employees and schedule, under limited supervision, approved work in a team environment.

Unit Sector(s)

Unit sector	

Competency field

Competency field	Support

Co-requisite units

Co-requisite units		