



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **MSAPMSUP383A Facilitate a team**

**Revision Number: 1**

## **MSAPMSUP383A Facilitate a team**

### **Modification History**

Not applicable.

### **Unit Descriptor**

#### **Unit descriptor**

This competency covers the identification of team's goals and timelines, negotiating with the team to allocate tasks and ensuring the goals and timelines are met.

### **Application of the Unit**

#### **Application of this unit**

This competency is typically performed by team leaders/operators who work within a team structure and are responsible for coordinating team functions within designated goals. It also requires the use of a range of well developed skills requiring some discretion and judgement to recognise and resolve a range of problems/conflict.

The team leader will:

- collect, analyse and organise information
- communicate ideas and information
- plan and organise activities
- work within a team
- use mathematical ideas and techniques
- solve problems
- use technology.
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### **Licensing/Regulatory Information**

Not applicable.

## Pre-Requisites

### Prerequisites

This unit of competency has **no** prerequisites.

## Employability Skills Information

### Employability Skills

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency	Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.

## Elements and Performance Criteria

<b>ELEMENT</b> <b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b> Performance Criteria describe the required performance needed to demonstrate achievement of the Element. Assessment of performance is to be consistent with the Evidence Guide.
1. Identify tasks to achieve team goals.	1.1 Identify and agree on team goals, with team members input. 1.2 Identify tasks required to achieve team goals. 1.3 Identify team and individual safety responsibilities. 1.4 Allocate responsibilities of individuals within the team. 1.5 Ensure designated team goals are met by identifying strategies and timelines required to complete each task.
2. Organise allocation of tasks.	2.1 Estimate time and resources needed to complete tasks. 2.2 Identify competencies of individual team member and allocate/negotiate individual responsibilities. 2.3 Agree timelines for completion of each task. 2.4 Identify resources and support necessary for completion of job.
3. Monitor completion of allocated tasks.	3.1 Measure team performance against its goals. 3.2 Monitor individual compliance with procedures and take action as required. 3.3 Check at regular intervals that agreed timelines for completion of tasks are being met. 3.4 Negotiate alternative strategies to achieve allocated tasks when designated timelines are not being met. 3.5 Provide support to colleagues to ensure completion of allocated tasks.
4. Resolve conflicts between team members.	4.1 Identify conflict situations between team members. 4.2 Identify causes of conflict. 4.3 Implement conflict resolution procedures relevant to the level of conflict and to established practices. 4.4 Seek assistance as required to ensure conflict resolution.

## Required Skills and Knowledge

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

Application of knowledge and understanding of the system sufficient to indicate understanding and knowledge of negotiating with team members to allocate and complete tasks to achieve team goals.

Knowledge of organization procedures, quality requirements and relevant regulatory requirements along with the ability to implement them within appropriate time constraints and work standards.

Application of the knowledge of managing risk using the hierarchy of controls applied to the manufacture of products. Application of approved hazard control and safety procedures and the use of PPE in relation to handling materials, equipment operation and clean up.

Knowledge as a basis for solving problems, including:

- effective use of teamwork
- impact of individual team member strengths/weaknesses/competencies on the allocation of responsibilities
- OHS roles and responsibilities of the individual and the team
- effective use of workplace documentation
- teamwork strategies
- working to timelines
- allocation of tasks
- health, safety and environment obligations of employers and employees imposed by the relevant legislation.

Competence includes the ability to:

- plan own work, including predicting consequences and identifying improvement
- identify and describe own role and role of others involved in the team
- identify team and individual goals relevant to the practical operation of the system
- identify team, section and organisation goals relevant to the practical operation of the system.

### Language, literacy and numeracy requirements

This unit requires the ability to read and understand typical procedures and work instructions, plant drawings and safety information as provided to operators.

Writing is required to the level of completing workplace forms, quality assurance records and production reports.

Basic numeracy is required to the extent required by work instructions and procedures.

## 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.

### Overview of assessment

A holistic approach should be taken to the assessment.

Assessors must be satisfied that the person can consistently perform the unit as a whole, as defined by the Elements, Performance Criteria and skills and knowledge.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

It is essential that competence is demonstrated in the knowledge and skills defined in this unit. These may include the ability to:

- identify and prioritise work activities
- negotiate and monitor work activities
- understand the impact of individual tasks on the completion of team objectives
- allocate and oversee that tasks are completed safely and within timelines
- ensure relevant procedures are followed and used when completing activities
- identify and take appropriate action on problems or potential problems.

Consistent performance should be demonstrated. For example, look to see that:

- willingness to participate as part of a group is demonstrated
- support is sought from and given to colleagues to achieve team objectives
- all safety procedures are always followed.

**Assessment method and context**

Assessment will occur in work-like environment.

Competence in this unit may be assessed:

- in a situation allowing the generation of evidence of the ability to recognise, anticipate and solve problems
- by using a suitable simulation and/or a range of case studies/scenarios
- through a combination of these techniques.

In all cases it is expected that practical assessment will be combined with targeted questioning to assess the underpinning knowledge and theoretical assessment will be combined with appropriate practical/simulation or similar assessment. Assessors need to be aware of any cultural issues that may affect responses to questions.

Assessment processes and techniques must be culturally appropriate and appropriate to the oracy, language and literacy capacity of the assessee and the work being performed.

**Specific resources for assessment**

This section should be read in conjunction with the Range Statement for this unit of competency. Resources required include suitable access to an operating plant or equipment that allows for appropriate and realistic simulation. A bank of case studies/scenarios and questions will also be required to the extent that they form part of the assessment method. Questioning may take place either in the workplace, or in an adjacent, quiet facility such as an office or lunchroom. No other special resources are required.

Access must be provided to appropriate learning and/or assessment support when required. Where applicable, physical resources should include equipment modified for people with disabilities.

## **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. 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. Where reference is made to industry codes of practice, and/or Australian/international standards, the latest version must be used.

**Context**

This competency applies to all work environments and sectors in the industries.

**Procedures**

All operations are performed in accordance with procedures.

Procedures include all relevant workplace procedures, work instructions, temporary instructions and relevant industry and government codes and standards.

**Problems**

Anticipate and solve problems means resolve a wide range of routine and non-routine problems, using product and process knowledge to develop solutions to problems which do not have a known solution / a solution recorded in the procedures.

Typical problems may include:

- required information/materials not available
- required tool/equipment not available
- conflicting priorities
- short timeframe.

**Variables**

This competency unit may vary according to organization use of the following information sources and documentation:

- procedures/work instructions
- materials safety data sheets
- job cards
- maintenance logs
- plant drawings.

Key variables to be monitored include:

- type of communication used within each organisation
- established work practices/policies
- size and structure of the team/organisation
- group goals - individual, team and organisation
- organisation specific conflict resolution procedures.
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**Unit Sector(s)**

Not applicable.