Assessment Requirements for MSMSUP383 Facilitate a team

Release: 1

Assessment Requirements for MSMSUP383 Facilitate a team

Modification History

Release 1. Supersedes and is equivalent to MSAPMSUP383A Facilitate a team

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria and demonstrate the ability to:

- read and interpret workplace documentation to identify team goals
- use interpersonal skills to:
  - build rapport, trust and respect with individuals who have diverse work styles, aspirations, cultures and perspectives
  - facilitate team agreement on team and individual goals, timelines and allocation of tasks
  - encourage and support team members to work towards the achievement of goals
  - assist individual to make decisions about achieving goals
- facilitate processes to support team performance, including:
  - planning of team's activities
  - monitoring progress towards goals
  - taking corrective action
- identify and take appropriate action on problems and potential problems.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- types of interpersonal skills and application to team performance, including:
  - building rapport, trust and respect
  - verbal and non-verbal communication
  - questioning, listening and reflecting
  - giving and accepting feedback
  - establishing a safe environment for open communications
- impact of individual tasks on the completion of team objectives
- conflict resolution techniques
- capacity/capability of the equipment/process
- relevant equipment and operational processes
- targets and measures for production output and quality.

Assessment Conditions

- The unit should be assessed holistically and the judgement of competence based on a holistic assessment of the evidence.
- The collection of performance evidence:
    - should occur over a range of situations which include typical disruptions to normal, smooth operations
    - will typically include a supervisor/third-party report focussing on consistent performance and problem recognition and solving. A supervisor/third-party report must be prepared by someone who has a direct, relevant, current relationship with the person being assessed and who is in a position to form a judgement on workplace performance relevant to the unit of competency
    - must include the appropriate demonstration of team facilitation using workplace situations, procedures and practices
    - may use industry-based simulation for all or part of the unit particularly where safety, lack of opportunity or significant cost is an issue.
- Assessment should occur in operational workplace situations. Where this is not possible, or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment reflecting realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.
- Assessment in a simulated environment should use evidence collected from one or more of:
    - walk-throughs
    - demonstration of skills
    - industry based case studies/scenarios
    - 'what ifs'.
- Knowledge evidence may be collected concurrently with performance evidence (provided a record is kept) or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept).
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.
- The regulatory framework will be reflected in workplace policies and procedures and is not required to be independently assessed.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- As a minimum, assessors must satisfy the Standards for Registered Training Organisations 2015 assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027