



Australian Government

MSMSUP383 Facilitate a team

Release: 1

MSMSUP383 Facilitate a team

Modification History

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

Application

This unit of competency covers the skills and knowledge required to facilitate team communications and performance to achieve its goals.

This unit of competency applies to team leaders or similar roles within a team structure who are required to facilitate processes to identify team goals and timelines, plan and organise activities, support performance and resolve conflicts.

This unit of competency requires the use of a range of well-developed skills requiring some discretion and judgement to recognise and resolve a range of problems.

This unit of competency applies to all work environments and sectors within the industry.

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

Pre-requisite Unit

Nil

Competency Field

Support

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

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
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- 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
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- 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, and apply judgement to determine whether agreed timelines for completion of tasks will be met
 - 3.4 Negotiate alternative strategies, within delegated discretion, to achieve allocated tasks when designated timelines are not being met
 - 3.5 Provide support to colleagues to ensure completion of allocated tasks
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- 4 **Resolve team problems**
 - 4.1 Identify problem situations for team
 - 4.2 Identify causes of problem
 - 4.3 Implement problem resolution procedures relevant to the problem and to established practices
 - 4.4 Seek assistance as required to ensure problem resolution

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Regulatory framework The latest version of all legislation, regulations, industry codes of practice and Australian/international standards, or the version specified by the local regulatory authority, must be used, and include one or more of the following:

- legislative requirements, including work health and safety (WHS)
- industry codes of practice and guidelines
- environmental regulations and guidelines
- Australian and other standards
- licence and certification requirements

Procedures All operations must be performed in accordance with relevant procedures. Procedures are written, verbal, visual, computer-based or in some other form, and include one or more of the following:

- emergency procedures
- work instructions
- standard operating procedures (SOPs)
- safe work method statements (SWMS)
- formulas/recipes
- batch sheets
- temporary instructions
- any similar instructions provided for the smooth running of the plant

Identifying team goals Team goals will be identified from workplace documentation, including one or more of the following:

- procedures
- material safety data sheets (MSDS)
- job cards
- maintenance logs
- plant drawings

- daily nominations
- tool box meeting
- sales/marketing request
- memos, faxes and emails identifying output or other goals

Problems Problems include one or more of the following:

- conflict between the team members
- conflict between different team goals
- current process capacity/capability will not allow achievement of goals
- conflict between work teams and/or the achievement of their goals
- availability of resources (people, time, plant/equipment, finances and materials)

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>