Australian Government

PUATEA001B Work in a team

Revision Number: 2

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Modification History

Release	TP version	Comments
2	PUA12 V1	Layout adjusted. Application revised.
1	PUA00 V8.1	First release in TGA.

Unit Descriptor

This unit covers competency in working with others and making a positive contribution to the effectiveness and efficiency of a team in a work environment when predominantly under direct supervision. Limited responsibility towards others is required.

Application of the Unit

This unit applies to all workers working in the Public Safety industry, but is particularly relevant to new workers in assisting integration with the organisational team culture of the agency.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Elements describe the essential outcomes of a Unit of Competency. | Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where **_bold italicised_** text is used, further information is detailed in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide. |

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to team activities	1.1 Roles and responsibilities of team members are recognised.
	1.2 Contribution is made to identifying team goals and objectives.
	1.3 *Activities* are completed to required standard within timeframe and in accordance with *organisation's policies and procedures.*
	1.4 *Assistance* in the completion of tasks is requested from other team members where appropriate.
	1.5 Team members are assisted to ensure efficient and safe completion of tasks in accordance with organisation's policies and procedures.
	1.6 Participation by team members is encouraged and acknowledged.
	1.7 Changes in allocated role and responsibilities are implemented.
	1.8 Team meetings are attended regularly and punctually.
2. Share knowledge and information	2.1 Information relevant to work is communicated effectively with team members to enable efficient completion of tasks in accordance with the organisation's policies and procedures.
	2.2 Knowledge and skills are shared between team members.
3. Give and receive support to/from team members	3.1 *Feedback*/assistance is given to other team members in an appropriate manner.
	3.2 Team members are supported in achieving workplace goals.
	3.3 Feedback from other team members is acted upon appropriately.

Required Skills and Knowledge

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

Required Skills

- encouraging others/team members
- following instructions
- interpersonal skills
- listening and using a variety of communication skills
- providing suggestions and information
- reporting information

Required Knowledge

- composition of workplace teams and roles and responsibilities of team members
- non operational and operational communication processes
- techniques for giving and receiving feedback in a constructive manner
- techniques for supporting others

Evidence Guide

Critical aspects for assessment and evidence required to demonstrate competency in this unit	It is essential for this unit that competence be demonstrated in the effective communication and contribution to the achievement of tasks consistent with agreed goals. **Consistency in performance** Evidence will need to be gathered over time in a variety of team situations including regular work group and occasional or one-off work group.
Context of and specific resources for assessment	**Context of assessment** On the job or in a simulated workplace environment. **Specific resources for assessment** No special requirements.

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 in the Performance Criteria is detailed below.

Teams comprise	• two or more people working towards a shared purpose
Appropriate situation to request assistance may include:	• difficulty meeting timelines • to comply with occupational health and safety requirements • unsure of best method to complete task • to maximise efficiency
Assisting other team members may include:	• own tasks completed • to comply with occupational health and safety requirements • assistance requested • actions of others do not comply with requirements • other team member appears to be having difficulty completing task
Contribute to workplace goals may include:	• completion of task • achievement of new competencies • development of new skills • attainment of new knowledge • personal development
Activities may include:	• working with other members of a team in a work environment or responding in a combat or support role to natural emergencies technological/industrial emergencies • civil/political emergencies and non emergency operations including community events • public relations – activities • sporting events • parades • festivals
Conditions under which this competency may be required include	• hazardous conditions eg adverse weather • after dark operations • difficult terrain • time pressure • varying time frames from immediate/short term to long term response operations • varying access to equipment/resources necessitating the use of improvised techniques • single or multi organisation responses

	• dealing with human behaviours that result from emergency situations
	• non-emergency operations and events eg training and community education
Appropriate feedback on performance may include:	• acknowledging initiative
	• aptitude
	• ideas
	• performance and assistance
	• providing constructive criticism
Organisation's policy and procedures may vary between sectors and organisations and may include:	• legislation relevant to the operation/incident/response
	• legislation relevant to the organisation
	• operational
	• corporate and strategic plans
	• operational procedures
	• operational performance standards
	• organisation's personnel practices
	• policy and procedures
	• organisation's quality standards
	• organisation's approach to environmental management and sustainability
Communication processes may include:	• established organisation's procedures for recording and reporting
	• the use of logs
	• notebooks
	• pagers
	• radios and telephones
	• team members may be geographically dispersed and require communication systems and technology to remain in contact

Unit Sector(s)

Not applicable.