



Australian Government

RIIBEF403 Collaborate to achieve quality outcomes

Release: 1

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Modification History

Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 9.0. Newly created unit.
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Application

This unit describes the skills and knowledge required to influence quality outcomes. It includes building productive working relationships, influencing diverse teams, influencing quality outcomes, and facilitating change.

The unit applies to those who work with and through remote work colleagues, collaborating to achieve shared goals in a dynamic, high pressure, high consequence environment.

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

Unit Sector

Coal mining

Metalliferous mining

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element
1. Build productive working relationships	1.1 Listen, consult and share information to work collaboratively 1.2 Act in accordance with organisational policies and values to exhibit professional workplace behaviour 1.3 Provide feedback to work colleagues that facilitates understanding of the impact their personal behaviours have on others 1.4 Resolve conflict through negotiation and collaboration in accordance with organisational policies
2. Influence diverse work teams	2.1 Engage others to commit to shared goals that enable the team to meet its performance outcomes 2.2 Confirm team members share a common understanding of their operational roles and responsibilities as well as the impact of the

ELEMENT	PERFORMANCE CRITERIA
	quality of their work on others 2.3 Collaborate with and mentor site-based personnel and support them to achieve their individual performance outcomes 2.4 Use diversity of the workforce and their different roles, opinions, experience, backgrounds, and ways of approaching issues to enhance decision making
3. Influence quality outcomes	3.1 Coordinate tasks and projects to meet planning priorities 3.2 Provide technical and people leadership to support fault finding and problem solving 3.3 Consult with team members to identify real and potential barriers and practical solutions to achieving quality outcomes 3.4 Implement escalation process to deal with issues outside designated scope of own responsibility
4. Facilitate change	4.1 Issue clear instructions and information regarding actions required to deal with changed conditions 4.2 Ask clarifying questions to challenge and confirm understanding 4.3 Prioritise safety and quality when determining responses to changed conditions and enabling targets to be met 4.4 Act professionally and respectfully in accordance with organisational values 4.5 Review outcomes against targets and collaborate with others to identify and implement ongoing improvements

Foundation Skills

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

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>