Australian Government
Department of Education, Employment and Workplace Relations

SIFMGT001A Coordinate a team

Revision Number: 1

SIFMGT001A Coordinate a team

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to coordinate and facilitate team development and team performance, including motivating, mentoring, coaching and developing team members to achieve team cohesion.

Application of the Unit

Application of the unit	This unit applies to funeral home and cemetery and crematorium staff responsible for coordinating others as part of their role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills	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 required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT		PERFORMANCE CRITERIA	
1	Facilitate team development.	1.1	Identify team purpose and communicate to *team members*.
		1.2	Inform team members of *workplace requirements*.
		1.3	Support the team in making *decisions*.
		1.4	Assist team to develop team objectives and goals according to team purpose.
2	Motivate and build the team.	2.1	Facilitate development of positive and constructive relationships with and between team members.
		2.2	Facilitate *team communication processes*.
		2.3	Create environment supportive of innovation and enterprise.
3.	Facilitate and develop team performance.	3.1	Consult with team members to review and revise team objectives and goals according to *workplace policies and procedures*.
		3.2	Monitor team and individual *performance* against identified team goals according to workplace policies and procedures.
		3.3	Identify strengths and weaknesses of the team against current and expected workplace requirements.
		3.4	Assist team members to suggest improvements in team performance according to workplace policies and

ELEMENT	PERFORMANCE CRITERIA
	procedures.
	3.5 Assist team members to monitor their own performance and to identify professional development needs according to personal and workplace requirements.
	3.6 Conduct team meetings to review work operations and address issues according to workplace policies and procedures.
	3.7 Support team in identifying and resolving problems that may impede performance.
4 Coach on the job.	4.1 Provide on-the-job coaching opportunities to staff to improve work performance.
	4.2 Identify and use appropriate *communication techniques* to coach team members.
	4.3 Provide staff with opportunities to give feedback and make suggestions to improve workplace operations.

ELEMENT   PERFORMANCE CRITERIA

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills, including sharing information, listening and understanding, using language and concepts appropriate to cultural differences, and using and interpreting non-verbal communication to convey information to team members, conduct team meetings and coach team members
- literacy and numeracy skills to interpret written documentation and develop team objectives
- interpersonal skills to relate to people from a range of social, cultural, religious and ethnic backgrounds and with a range of physical and mental abilities
- problem-solving skills to support the team in identifying and resolving problems and identifying strengths and weaknesses of team members
- teamwork skills to coach team members and assist team members to monitor performance
- planning and organisational skills to conduct team meetings.

Required knowledge

- workplace policies and procedures
- team dynamics
- team facilitation processes
- conflict resolution techniques.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • knowledge of leadership, motivation and teamwork principles • ability to build positive team spirit and effectively manage overall team performance within a specific workplace context • project or work activities conducted over a period of

EVIDENCE GUIDE

time to allow the candidate to play an ongoing team-leading role, to ensure consistency of performance and ability to respond to different situations.

Context of and specific resources for assessment	Assessment must ensure:
	• demonstration of skills in a team environment where coaching and team meetings can be conducted
	• interaction with a funeral services industry work team.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:
	• observation of candidate identifying and applying processes required to facilitate and develop team performance, including on-the-job coaching and supporting team members to identify and solve problems
	• written or verbal questioning to assess knowledge and understanding with regard to facilitating team development while applying relevant workplace policies and procedures
	• review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.
	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
	• SIFMGT003A Supervise staff.
	Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

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. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Team members may include:	• full-time • part-time • casual • subcontractors.
Workplace requirements may include:	• standards of work and behaviour • roles and responsibilities • operations manuals • duty statements • induction documentation • training materials • policy and procedure documents • insurance policy agreements • verbal and written instructions • client and company confidentiality requirements • quality assurance documents.
Decisions may include:	• prioritising tasks • applying workplace policies and procedures • reporting incidents.
Team communication processes may include:	• verbal communication • written communication • communication protocols.

RANGE STATEMENT

Workplace policies and procedures may include:	• procedures relating to workplace change processes • disciplinary procedures • award procedures • pay procedures • company structures.
Performance may include:	• general standard of work • completing assigned tasks within expected timeframes • preparing work plans • following work schedules • job planning • attitude to clients and team members • following administrative procedures.
Communication techniques may include:	• explanation and demonstration • positive comments and feedback.

Unit Sector(s)

Sector	Funeral Services

Competency field

Competency field	Management and Leadership