



Australian Government

Assessment Requirements for SIRXCOM002 Work effectively in a team

Release: 1

Assessment Requirements for SIRXCOM002 Work effectively in a team

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- actively participate in three different workplace activities individually or cumulatively demonstrating:
 - effective communication with team members
 - consultation with others to determine team goals and individual responsibilities
 - contribution to achievement of team outcomes
 - following direction from others
 - working with others to resolve one basic team problems.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- conventions and use of a range of communication methods:
 - verbal communication
 - non-verbal communication
- communication techniques and use in a team context:
 - open and closed questioning
 - paraphrasing
 - effective listening
 - voice tonality and volume
- effective communication techniques with team members of diverse backgrounds:
 - cultural diversity
 - special needs
- teamwork principles and the role of teamwork in the achievement of workplace goals
- role of feedback in the achievement of team goals
- problem-solving strategies for use in the achievement of team goals
- techniques for supporting team members in the achievement of workplace outcomes
- organisational policies and procedures for:
 - team interactions
- industry standards and expectations relevant to:

- teamwork attitudes
- teamwork ethics.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- organisational policies and procedures for team interactions
- workplace tasks for completion
- team members; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment
- assessment activities that allow the individual to work with commercial speed, timing and productivity.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>