



**Australian Government**

# **Assessment Requirements for SIRXMGT002 Lead a frontline team**

**Release: 1**

# Assessment Requirements for SIRXMGT002 Lead a frontline 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:

- lead and manage a work team, across the duration of two different work shifts, by:
  - delegating workplace tasks and responsibilities to a team
  - evaluating team performance
  - coaching for improvement in performance on two occasions
  - implementing a strategy for improve team performance
- follow organisational policies and procedures to effectively manage the following difficult situations:
  - consistent poor performance
  - workplace conflict.

## Knowledge Evidence

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

- organisational policies and procedures for:
  - monitoring standards of performance
  - addressing poor performance
  - dealing with workplace conflict
- role and importance of monitoring team members performance and providing feedback
- role of leadership in managing frontline teams
- strategies for:
  - identifying causes of poor performance
  - improving team performance outcomes
- organisational standards of performance
- principles and techniques in interpersonal communication skills:
  - conflict resolution
  - team building
  - delegation
- key principles of coaching and how they are used to assist others in completion of job tasks:

- explanation
- questioning
- listening to trainee
- observing and evaluating trainee competency
- providing feedback.

## Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
  - organisational policies and procedures for:
    - standards of performance
    - addressing poor performance
    - dealing with workplace conflict
  - organisational standards of performance
- 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.

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>