Assessment Requirements for SITXHRM009 Lead and manage people

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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 individual or team performance including at least four of the following leadership and management roles:
  - decision making
  - delegation of tasks
  - information provision
  - monitoring performance
  - provision of feedback
  - motivation through recognition and rewards
  - planning and organising
- seek and respond to feedback from team members on at least two occasions, in line with organisational goals and policies in the following areas:
  - allocation or performance of work
  - effectiveness of communication within team, between other teams or within organisation
  - efficiency or deficiency in workplace practices.

Knowledge Evidence

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

- roles of and functions performed by supervisors and managers:
  - decision making
  - delegation of tasks
  - monitoring performance
  - provision of feedback
  - motivation through recognition and rewards
  - planning and organising
  - providing information:
    - organisation performance
    - changes in organisational policies

- marketing information and targets
- overall organisational objectives
- plans for new equipment
- rationale for management decisions
- technology updates
- training developments
- expectations, roles and responsibilities of team members:
  - adhering to policies and procedures
  - cooperative and open communication
  - nature and scope of work
  - relationships with others in the workplace and interdependent areas of activity
  - reporting requirements
- considerations in the individual development of staff:
  - change in job responsibilities
  - external training and professional development
  - formal promotion
  - internal training and professional development
  - opportunity for greater autonomy or responsibility
- features of different leadership styles
- features of open and supportive communication by leaders
- characteristics of effective leadership
- principles of teamwork and:
  - characteristics of effective teams
  - roles and attributes of team members
  - organisation of teams
  - potential team problems
  - benefits of effective teamwork
- role and theories of motivation as they apply to the management of individuals and teams
- the role of group dynamics in successful team management
- forms of recognition and reward applicable to leading staff:
  - acknowledging individual good performance to the whole team
  - incentive initiatives
  - informal acknowledgement
  - presenting awards
  - written reports to management
- types of organisational plans and planning processes.

Assessment Conditions

Skills must be demonstrated in a business operation or activity where a team is managed. This can be:

SkillsIQ

- an industry workplace; or
- a simulated industry environment set up for the purposes of assessment.

Assessment must ensure access to:

- a team whose overall performance is the responsibility of the individual. This can be:
  - those in an industry workplace who are assisted by the individual during the assessment process; or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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=68c40a93-e51d-4e0f-bc06-899dff092694