Assessment Requirements for SITXMGT001 Monitor work operations

Release: 1
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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:

- plan and organise workflow for a team operation or activity that takes into account at least six of the following contingencies:
  - delays and time difficulties
  - difficult customer service situations
  - equipment breakdown or technical failure
  - financial resources
  - staffing levels and skill profiles
  - rostering requirements
  - staff performance
  - procedural requirements
  - product development and marketing
- monitor and respond to team-based operational and service issues during the above operation or activity
- complete each of the following organisational records for the above operation or activity:
  - performance reports
  - staff records.

Knowledge Evidence

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

- work organisation and planning methods appropriate to the industry sector
- leadership and management roles and responsibilities in the relevant industry sector
- operational functions in the relevant industry sector
- procedures and systems to support work operations:
  - administration
  - health and safety
  - human resources
  - service standards
• technology
• work practices
• concepts of quality assurance and how it is managed and implemented in the workplace
• sustainability considerations for frontline operational management:
  • relationship between operational efficiency and financial sustainability
  • ways of minimising waste in the relevant work context
  • social responsibilities of the operation
• time management principles and their application to leaders and managers for planning own work and the work of others
• principles of effective delegation and delegation techniques in a frontline management context:
  • clear communication of what is required
  • gaining commitment
  • no undue interference
  • regular reporting
  • selecting the right person
• problem-solving and decision making processes and techniques and their application to typical workplace issues
• industrial or legislative issues that affect short-term work organisation appropriate to the industry sector:
  • relationship of relevant industrial awards to hours and conditions of work
  • ensuring systems and procedures meet work health and safety requirements.

Assessment Conditions
Skills must be demonstrated in a business operation or activity in any industry where the individual can monitor work activities. This can be:
• an industry workplace
• a simulated industry environment.

Assessment must ensure access to:
• organisational documents and templates:
  • performance reports
  • rosters
  • staff reports
• a team for whom the individual can plan and organise workflow; this can be:
  • teams 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.education.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899df092694