



**Australian Government**

# **Assessment Requirements for SITXMGT004 Monitor work operations**

**Release: 1**

# Assessment Requirements for SITXMGT004 Monitor work operations

## 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 an operational business environment. This can be:

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

Assessment must ensure access to:

- organisational documents and templates
- a team with whom the individual can interact. 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.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>

