



**Australian Government**

# **SITXMG004 Monitor work operations**

**Release: 1**

## SITXMGT004 Monitor work operations

### Modification History

Not applicable.

### Application

This unit describes the performance outcomes, skills and knowledge required to oversee and monitor the quality of day-to-day work. It requires the ability to communicate effectively with team members, plan and organise operational functions, and solve problems.

The unit applies to all industry sectors, and to individuals operating at a team leading, supervisory or frontline management level.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Competency Field

Management and Leadership

### Unit Sector

Cross-Sector

### Elements and Performance Criteria

#### ELEMENTS

*Elements describe the essential outcomes*

1. Monitor and improve workplace operations.

#### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

- 1.1. Monitor efficiency and service levels through close contact with day-to-day operations.
- 1.2. Ensure workplace operations support overall organisational goals and quality assurance initiatives.
- 1.3. Identify quality problems and issues and make appropriate adjustments to procedures and systems, with relevant approvals.
- 1.4. Proactively consult with colleagues about ways to improve

- efficiency and service levels, including potential for new technologies and other innovations.
- 1.5. Provide feedback to colleagues and management to inform future planning.
  - 1.6. Identify and take opportunities to evaluate current and emerging industry trends and practices for relevance to own work situation.
  - 1.7. Assess and respond to opportunities to improve sustainability of day-to-day operations.
2. Plan and organise workflow.
    - 2.1. Assess current workloads, and schedule work to maximise efficiency and customer service quality within budget constraints.
    - 2.2. Delegate work according to principles of delegation.
    - 2.3. Assess workflow and progress against agreed objectives and timelines.
    - 2.4. Assist colleagues in prioritising workload through supportive feedback and coaching.
    - 2.5. Provide timely input to appropriate management regarding staffing needs.
  3. Monitor and support team members.
    - 3.1. Monitor team and individual performance against agreed goals and objectives.
    - 3.2. Proactively share information, knowledge and experiences with team members.
    - 3.3. Challenge and test ideas within the team in a positive and collaborative way.
    - 3.4. Provide feedback, coaching and support to team members.
    - 3.5. Complete and submit organisational records as required.
  4. Solve problems and make decisions.
    - 4.1. Identify and analyse workplace problems from an operational and customer service perspective.
    - 4.2. Initiate short-term actions to resolve immediate problems where appropriate.
    - 4.3. Analyse problems for long-term impact, and assess and action potential solutions in consultation with relevant colleagues.
    - 4.4. Encourage individuals who raise problems to participate in solving the problems.
    - 4.5. Take follow-up action to monitor effectiveness of solutions.

## Foundation Skills

*Foundation skills essential to performance in this unit, but not explicit in the performance*

*criteria are listed here, along with a brief context statement.*

## DESCRIPTION

### SKILLS

- |                                    |  |
|------------------------------------|--|
| Reading skills to:                 | <ul style="list-style-type: none"><li>• interpret varied and wide-ranging information of an operational nature.</li></ul>  |
| Numeracy skills to:                | <ul style="list-style-type: none"><li>• develop schedules and timelines for team activities.</li></ul>   |
| Problem-solving skills to:         | <ul style="list-style-type: none"><li>• evaluate internal and external business information</li><li>• anticipate and respond to unpredictable operational problems and situations at a frontline management level.</li></ul> |
| Planning and organising skills to: | <ul style="list-style-type: none"><li>• coordinate multiple and potentially competing operational priorities.</li></ul>  |

## Unit Mapping Information

Supersedes and is equivalent to SITXMGT001 Monitor work operations.

### Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=68c40a93-e51d-4e0f-bc06-899dff092694>