



Australian Government

Department of Education, Employment and Workplace Relations

SITXMGT001A Monitor work operations

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to oversee and monitor the quality of day-to-day work operations within a tourism or hospitality context. As such it includes fundamental knowledge of management roles and responsibilities.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit

This unit applies to individuals responsible for the monitoring of day-to-day work operations in any tourism or hospitality context. It requires the application of problem-solving, communication and short-term planning and organisational skills with a heavy operational focus. These skills are underpinned by sound knowledge of management roles and responsibilities and detailed understanding of operational issues in the given work context.

Team leaders, supervisors or managers undertake this role.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Monitor and improve workplace operations.	<p>1.1 Monitor efficiency and service levels on an ongoing basis through close contact with day-to-day operations.</p> <p>1.2 Ensure that workplace operations support overall organisation goals and <i>quality assurance initiatives</i>.</p> <p>1.3 Identify quality problems and issues promptly and make appropriate adjustments, with relevant approvals.</p> <p>1.4 Adjust <i>procedures and systems</i> in consultation with colleagues to improve efficiency and effectiveness.</p>

ELEMENT	PERFORMANCE CRITERIA
	<ul style="list-style-type: none">1.5 Proactively consult with colleagues about ways to improve efficiency and service levels, including potential for new technologies.1.6 Provide feedback to colleagues and management to inform future planning.1.7 Identify and take opportunities to evaluate current and emerging industry trends and practices for relevance to own work situation.
2 Plan and organise workflow.	<ul style="list-style-type: none">2.1 Assess current workload of colleagues accurately.2.2 Schedule work in a manner that enhances efficiency and customer service quality.2.3 Delegate work to appropriate people according to <i>principles of delegation</i>.2.4 Assess workflow and progress against agreed objectives and timelines.2.5 Assist colleagues in prioritisation of workload through supportive feedback and coaching.2.6 Provide timely input to appropriate management regarding staffing needs.
3 Maintain workplace records.	<ul style="list-style-type: none">3.1 Complete <i>workplace records</i> accurately and submit within required timeframes.3.2 Where appropriate, delegate and monitor completion of records prior to submission.
4 Solve problems and make decisions.	<ul style="list-style-type: none">4.1 Identify <i>workplace problems</i> promptly and analyse from an operational and customer service perspective.4.2 Initiate short-term action to resolve the immediate problem where appropriate.4.3 Analyse problems for any long-term impact, and assess and action potential solutions in consultation with relevant colleagues.4.4 Where a team member raises a problem, encourage the individual's participation in solving it.4.5 Take follow-up action to monitor the effectiveness of solutions in the workplace.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

- problem-solving skills to anticipate and respond to a wide range of unpredictable problems and situations at an operational level
- communication and leadership skills to provide positive support to a team
- literacy skills to interpret and develop wide-ranging workplace documentation
- numeracy skills to develop schedules and timelines.

The following knowledge must be assessed as part of this unit:

- leadership and management roles and responsibilities within the relevant industry sector
- key concepts of quality assurance and how it is managed and implemented in the workplace
- typical work organisation and work planning methods appropriate to the industry sector
- time management principles and their application to leaders and managers
- principles of effective delegation
- problem-solving and decision making processes and techniques and their application to typical workplace issues
- features of relevant record-keeping systems appropriate to the industry sector
- industrial or legislative issues that affect short-term work organisation appropriate to the industry sector.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to monitor effectively and respond to a range of common operational and service issues in the workplace

EVIDENCE GUIDE

- understanding of the role of staff involved in workplace monitoring
- knowledge of quality assurance, workflow planning, delegation and problem-solving required in a frontline management role
- project or work activities conducted over an operationally realistic period of time so that the planning, evaluation and monitoring aspects of this unit can be assessed.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in a fully operational situation (project or permanent working environment), including involvement of a team for which the candidate is able to plan and organise workflow.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of a project or work activity conducted by the candidate
- evaluation of reports prepared by the candidate detailing the methods used to monitor a given project or activity
- case studies and problem-solving exercises to assess ability to develop approaches to different workplace situations and problems
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

EVIDENCE GUIDE

Assessing employability skills Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

Quality assurance initiatives may be:

- formal
- informal.

Procedures and systems may relate to:

- service standards
- work practices
- use of technology
- administrative standards and procedures
- health and safety issues.

Principles of delegation may relate to:

- knowledge of team strengths and weaknesses
- knowledge of context-specific factors, such as resource constraints
- self-knowledge
- communication
- evaluation.

RANGE STATEMENT

Workplace records may include:

- staff records
- regular performance reports.

Workplace problems may include:

- difficult customer service situations
- equipment breakdown or technical failure
- failure to deliver promised service to customers
- procedural inadequacies or failures
- unrealistic or impractical product development or marketing resulting in operational difficulties
- inadequate staffing
- poor rostering
- inadequate financial resources
- delays and time difficulties.

Unit Sector(s)

Sector Cross-Sector

Competency field

Competency field Management and Leadership