# Australian Government

# SITXMGT401 Monitor work operations

**Release 2**

# SITXMGT401 Monitor work operations

## Modification History

The version details of this endorsed unit of competency set are in the table below. The latest information is at the top.

| Version | Comments |
|---------|----------|
| 1.2 | Correction to mapping to show non equivalence. |
| 1.0 | N<br><br>Replaces and is not equivalent to SITXMGT001A Monitor work operations.<br><br>Minor adjustments to expression of content to streamline and improve unit. Added sustainability and innovation plus extra focus on supervising others. |

## Unit Descriptor

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.

## Application of the Unit

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

## Licensing/Regulatory Information

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

## Pre-Requisites

Not applicable.

## Employability Skills Information

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Not applicable.

# Elements and Performance Criteria

| Elements describe the essential outcomes of a unit of competency. | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide. |
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| 1. Monitor and improve workplace operations. | 1.1 Monitor efficiency and service levels through close contact with day to day operations. |
| | 1.2 Ensure that workplace operations support overall organisation 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 prioritisation of 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 Pro-actively 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 *workplace records* as required. |
| 4. Solve problems | 4.1 Identify and analyse *workplace problems* from an operational |

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| and make decisions. | and customer service perspective. |
| | 4.2 Initiate short term action to resolve immediate problem where appropriate. |
| | 4.3 Analyse problems for long term impact, and assess and action potential solutions in consultation with relevant colleagues. |
| | 4.4 Where a team member raises a problem, encourage individual participation in solving it. |
| | 4.5 Take follow up action to monitor effectiveness of solutions. |

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# Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

## Required skills

- communication and leadership skills to:
    - delegate work within a team
    - provide positive coaching and mentoring support to a team
- critical thinking skills to evaluate internal and external business information
- initiative and enterprise skills to proactively seek opportunities for workplace improvement
- literacy skills to:
    - read and interpret varied and wide ranging information of an operational nature
    - complete workplace records relevant to team operations
- numeracy skills to develop schedules and timelines for team activities
- planning and organising skills to coordinate multiple and potentially competing operational priorities
- problem-solving skills to anticipate and respond to a wide range of unpredictable operational problems and situations at a frontline management level.

## Required knowledge

- work organisation and work planning methods appropriate to the industry sector
- leadership and management roles in the relevant industry sector
- operational functions in the relevant industry sector
- concepts of quality assurance and how it may be managed and implemented in the workplace
- sustainability considerations for frontline operational management, including:
    - 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
- 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, including:
    - relationship of relevant industrial awards to hours and conditions of work
    - ensuring systems and procedures meet work health and safety requirements.

# Evidence Guide

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

**Overview of assessment**

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| **Critical aspects for assessment and evidence required to demonstrate competency in this unit** | Evidence of the ability to: <br> • plan and organise workflow for a team operation <br> • monitor and respond to a range of team based operational and service issues over a period of time <br> • demonstrate knowledge of work structures plus frontline management roles and responsibilities in the relevant industry sector <br> • demonstrate knowledge of quality assurance, workflow planning and delegation techniques in a frontline management context. |
| **Context of and specific resources for assessment** | Assessment must ensure use of: <br> • a real or simulated business operation or activity for which the individual can monitor work activities <br> • a team of people for which the individual can plan and organise workflow. |
| **Method of assessment** | A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <br> • evaluation of a team-based project or work activity conducted by the individual, including reporting on that activity <br> • use of case studies and problem-solving exercises to assess ability to develop approaches to different workplace situations and problems <br> • written or oral questioning to assess knowledge of management principles, management roles and responsibilities and legal issues affecting operational management <br> • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual. |
| **Guidance information for assessment** | The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example: <br> • SITXHRM402 Lead and manage people |

- SITXHRM503 Monitor staff performance.

# 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, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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| ***Procedures and systems*** may relate to: | • administration<br>• health and safety<br>• service standards<br>• technology<br>• work practices. |
| ***Sustainability*** may be: | • economic:<br>   • business profitability<br>• environmental:<br>   • conservation of resources<br>   • handling of waste<br>• social:<br>   • cultural diversity<br>   • ethical practices. |
| ***Principles of delegation*** may relate to: | • clear communication of what is required<br>• gaining commitment<br>• no undue interference<br>• regular reporting<br>• selecting the right person. |
| ***Workplace records*** may include: | • regular performance reports<br>• staff records. |
| ***Workplace problems*** may include: | • delays and time difficulties<br>• difficult customer service situations<br>• equipment breakdown or technical failure<br>• failure to deliver promised service to customers<br>• inadequate financial resources<br>• inadequate staffing<br>• poor rostering<br>• poor staff performance<br>• procedural inadequacies or failures<br>• unrealistic or impractical product development or marketing resulting in operational difficulties. |

# Unit Sector(s)

Cross-Sector

# Competency Field

Management and Leadership