



Australian Government

Department of Education, Employment and Workplace Relations

TLIG3002A Lead a work team or group

Release: 1

TLIG3002A Lead a work team or group

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to lead a work team or group including participating in team/group planning, managing and developing team/group performance, participating in and facilitating the work team/group in its achievement of workplace tasks, and documenting and reviewing work team/group performance. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work is carried out in accordance with workplace procedures and relevant regulations.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established procedures to the provision of leadership within a work team or group.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|--|---|
| 1 Participate in team/group planning | <ul style="list-style-type: none">1.1 Requirements of a team/group task are identified and clarified in conjunction with other team or group members to ensure appropriate interpretation of specifications and in accordance with enterprise requirements1.2 Task is interpreted and relevant steps are identified in conjunction with other team/group members to ensure efficient conduct of work to meet specifications and enterprise requirements1.3 Steps are planned in conjunction with the work of other personnel to allow achievement of practical outcomes according to enterprise and/or manufacturers procedures |
| 2 Manage and develop team/group performance | <ul style="list-style-type: none">2.1 Task activities are assigned to team/group members based on their areas of competence and expertise and their availability2.2 Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policies2.3 Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures |
| 3 Participate in and facilitate the work team/group | <ul style="list-style-type: none">3.1 Work activity is organised and carried out with other involved team/group members and personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks3.2 Individuals and teams/groups are actively encouraged to take individual and joint responsibility |
| 4 Document and review work team/group tasks | <ul style="list-style-type: none">4.1 All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturers and enterprise requirements4.2 The outcomes of the team's/group's task activities are compared with the planned objectives, task instructions and specifications to ensure all requirements have been met |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

REQUIRED KNOWLEDGE AND SKILLS

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for leading work teams
- Techniques to encourage appropriate participation of team/group members
- Coaching and mentoring approaches
- Workplace policies and plans including procedures for training and development
- Principles, duty of care and obligations within the chains of responsibility in the transport industry
- Strategies to implement continuous improvement processes
- Typical problems that can occur when leading a work team and related appropriate action that can be taken

Required skills:

- Communicate effectively with others when leading a work team
- Read and interpret instructions, procedures and information relevant to team leadership and team activities
- Negotiate and work effectively with team members
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to team leadership and team activities
- Operate electronic communication equipment to required protocol
- Provide leadership and encouragement to team members
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when leading a work team in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when leading a work team
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during team activities
- Plan team activities, including predicting consequences and identifying improvements
- Monitor team activities in terms of planned schedule
- Modify team activities depending on differing operational contingencies, risk situations and environments
- Ensure application of fatigue management knowledge and techniques
- Operate and adapt to any differences in language and culture amongst team members
- Identify and recommend improvements to services, resource allocation and use
- Select and appropriately apply technology, information systems and procedures to complete

Required skills:

workplace tasks

Evidence Guide

EVIDENCE GUIDE

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

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

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or

EVIDENCE GUIDE

- in an appropriate range of situations in the workplace

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.

Work involves:	<ul style="list-style-type: none"> • completion of workplace activities as a leader of a work team
Work may occur:	<ul style="list-style-type: none"> • by day or night • in a variety of work contexts
Customers may be:	<ul style="list-style-type: none"> • internal or external
Workplaces may comprise:	<ul style="list-style-type: none"> • large, medium or small worksites
Team members may include:	<ul style="list-style-type: none"> • English-speaking persons • multilingual staff • persons with limited ability to communicate in English • persons from a range of cultural backgrounds • permanent, part-time and/or casual staff
Consultative processes may include:	<ul style="list-style-type: none"> • other members of the team • supervisors/team leaders • workplace personnel • visitors • contractors • official representatives • union representatives • industrial relations and OH&S specialists • other professional or technical staff • managers
Communication may involve the basic use of a range of communication technology including:	<ul style="list-style-type: none"> • phone • electronic data interchange (EDI) • fax • email • internet • radio
Depending on the type of organisation concerned and the	<ul style="list-style-type: none"> • company procedures • enterprise procedures

RANGE STATEMENT

local terminology used, workplace procedures may include:

- organisational procedures
- established procedures

Information/documentation may include:

- workplace procedures, checklists and instructions
- goods identification numbers and codes
- manifests, bar codes, goods and container identification
- manufacturers specifications
- workplace policies
- supplier and/or client instructions
- material safety data sheets
- relevant codes of practice including the national standards for manual handling and the industry safety code
- legislation, regulations and related documentation
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

G - Teamwork