



Australian Government

Department of Education, Employment and Workplace Relations

TLIG4006A Facilitate work teams

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to lead and facilitate work teams, including participating and providing leadership in team planning, developing team commitment and cooperation, managing and developing team performance, and participating in and facilitating the work of work teams/groups. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in the facilitation of work teams or groups.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives.

Work involves responsibility for facilitating and encouraging the work of work teams/groups and the provision of leadership to others in the establishment and achievement of team objectives.

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 planning	1.1 The team establishes clearly defined goals, purpose, roles, responsibilities and accountabilities within the organisation's goals and objectives 1.2 The team performance plan contributes to the organisation's business plan, policies and practices 1.3 The team agrees to processes to monitor and adjust its performance within the organisation's continuous improvement policies 1.4 The team includes in its plans ways in which it can benefit from the diversity of its membership
2 Develop team commitment and cooperation	2.1 The team uses open communication processes to obtain and share information 2.2 The team encourages and exploits innovation and initiative 2.3 Support is provided to the team to develop mutual concern and camaraderie
3 Manage and develop team performance	3.1 The team is supported in making decisions within agreed roles and responsibilities 3.2 The results achieved by the team contribute positively to the organisation's business plans 3.3 Team and individual competencies are monitored regularly to confirm that the team is able to achieve goals 3.4 Mentoring and coaching supports team members to enhance personal and collective knowledge and skills 3.5 Delegates' performance is monitored to confirm that they have completed the relevant delegation(s)/assignment(s)
4 Encourage and facilitate the work of teams	4.1 Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes 4.2 Individuals and teams are actively encouraged to take individual and joint responsibility for actions 4.3 The team receives support to identify and resolve problems which impede performance

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

REQUIRED KNOWLEDGE AND SKILLS

Required knowledge:

- Relevant and regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the facilitation of work teams
- Mechanisms to encourage team decision making, and reward and support team achievement
- Coaching and mentoring approaches to support team members to share knowledge and skills
- Workplace policies and plans including procedures for training and assessment
- Strategies to implement continuous improvement processes
- Typical problems that can occur when facilitating work teams, and related appropriate action that can be taken
- Principles, duty of care and obligations within the chains of responsibility in the transport industry

Required skills:

- Communicate effectively with others when facilitating the operation of work teams
- Read and interpret instructions, procedures, information and signs relevant to work team functions and management
- Interpret and follow operational instructions and prioritise work
- Negotiate and work effectively with others
- Complete documentation related to team activities and organisation
- Operate electronic communication equipment to required protocol
- Lead and encourage others
- 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 facilitating the operation of work teams in accordance with workplace procedures
- Ensure implementation of contingency plans for unplanned events that may occur during team activities
- Identify improvements to services, resource allocation and use
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Ensure implementation of fatigue management policies and procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Required skills:

- Select and appropriately apply technology, information systems and procedures to complete 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.

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|---|--|
| The workplace environment may involve twenty-four hour operation and may include: | <ul style="list-style-type: none"> • single and multi site location • large, medium and/or small organisations |
| Services, products, risks, work systems and requirements may: | <ul style="list-style-type: none"> • potentially vary across different sections of the workplace |
| Operations involve: | <ul style="list-style-type: none"> • internal and external customer contact and coordination |
| Teams may be: | <ul style="list-style-type: none"> • new or long established • within a functional area • drawn from across the organisation |
| Team membership may be: | <ul style="list-style-type: none"> • changing on a regular basis • evolving within the overall context of change within the enterprise |
| Team members/leaders 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 |
| Consultative processes may involve: | <ul style="list-style-type: none"> • members and leaders of work teams • other employees and supervisors • customers/clients • manufacturers and suppliers • relevant authorities • management • union representatives • OH&S specialists, • other maintenance, professional or technical staff |
| Communications systems may involve: | <ul style="list-style-type: none"> • face-to-face discussions or group meetings • telephone • fax • email |

RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:

Information/documentation may include:

Applicable regulations and legislation may include:

- mail
- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures
- workplace policies and procedures
- customer/client instructions and requirements
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, regulations and codes of practice, including the Australian standards relevant to services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- emergency procedures
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- relevant regulations, standards and codes of practice
- relevant Australian and state/territory OH&S legislation
- regulations on equal opportunity, equal employment opportunity and affirmative action
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

G - Teamwork