



**Australian Government**

# **BSBHRM413 Support the learning and development of teams and individuals**

**Release: 1**

# BSBHRM413 Support the learning and development of teams and individuals

## Modification History

| Release   | Comments                                                                             |
|-----------|--------------------------------------------------------------------------------------|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

## Application

This unit describes the skills and knowledge required to determine individual and team development needs and to facilitate the development of the workgroup.

The unit applies to individuals with a broad knowledge of learning and development who apply their skills in addressing development needs to meet team objectives. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

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

## Unit Sector

Technical Skills – Human Resources

## Elements and Performance Criteria

| ELEMENT                                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                      |
| 1. Contribute to needs development               | 1.1 Collect information on performance of team members from relevant sources<br>1.2 Identify individual and team learning and development needs in line with organisational requirements<br>1.3 Confirm learning plans meet individual and group training and development needs<br>1.4 Provide opportunities to individuals to self-evaluate performance and identify areas for improvement |
| 2. Support implementation of learning and        | 2.1 Develop collaborative learning plans to match skill needs of individuals and groups and match the competency standards relevant to the industry                                                                                                                                                                                                                                         |

| ELEMENT                                    | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| development                                | 2.2 Ensure learning delivery methods are relevant to the participants<br>2.3 Identify and coordinate workplace learning opportunities to facilitate individual and team achievement of competencies<br>2.4 Identify and manage resources and timelines relevant for learning activities according to organisational requirements                                                                                                                                                                    |
| 3. Monitor and evaluate workplace learning | 3.1 Monitor learning plans to improve the efficiency and effectiveness of learning<br>3.2 Seek feedback from individuals or teams to identify and implement improvements in future learning arrangements<br>3.3 Assess and record outcomes and performance of individuals and teams to determine the effectiveness of development programs and the extent of additional development support<br>3.4 Document and maintain records and reports of competency according to organisational requirements |

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

| SKILL              | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Learning           | <ul style="list-style-type: none"><li>• Uses structured approaches to set goals, monitor progress and adjust learning approaches for self and others</li><li>• Builds on knowledge and experience to facilitate interaction and learning with others</li></ul>                                                                                                                                 |
| Reading            | <ul style="list-style-type: none"><li>• Analyses textual information from a range of sources to identify organisational requirements</li><li>• Analyses information from a range of sources to evaluate performance</li></ul>                                                                                                                                                                  |
| Writing            | <ul style="list-style-type: none"><li>• Develops materials to suit the requirements of different roles and individuals in the organisation</li><li>• Maintains records using correct technical and organisational vocabulary</li></ul>                                                                                                                                                         |
| Oral Communication | <ul style="list-style-type: none"><li>• Uses vocabulary appropriate to context and to establish a supportive and learning environment</li><li>• Uses listening and questioning techniques to confirm or show understanding of different perspectives</li><li>• Selects and uses appropriate conventions and protocols when communicating with co-workers in a range of work contexts</li></ul> |

| SKILL           | DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Self-management | <ul style="list-style-type: none"><li>• Recognises and responds to explicit and implicit organisational procedures and protocols</li><li>• Understands how own role meshes with others and contributes to broader goals</li></ul>                                                                                                                                                                                                   |
| Teamwork        | <ul style="list-style-type: none"><li>• Recognises the importance of building rapport to establish effective working relationships</li><li>• Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction</li><li>• Negotiates with others to achieve agreeable outcomes playing an active role in facilitating consensus in potentially contentious situations</li></ul> |
| Problem solving | <ul style="list-style-type: none"><li>• Uses logical planning processes to organise, implement and monitor learning and development needs</li><li>• Systematically gathers and analyses all relevant information and evaluates options to make informed decisions</li><li>• Evaluates outcomes of decisions to identify opportunities for improvement</li></ul>                                                                     |

## Unit Mapping Information

Supersedes and is equivalent to BSBLED401 Develop teams and individuals.

Supersedes but is not equivalent to:

- BSBFLM311 Support a workplace learning environment
- BSBLED301 Undertake e-learning.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

# Assessment Requirements for BSBHRM413 Support the learning and development of teams and individuals

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## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- contribute to, facilitate and monitor learning and development for at least one team and for at least one individual.

In the course of the above, the candidate must:

- collect data on team and individual and team development needs
- collaboratively develop learning plans to match skill needs of individuals and groups
- coordinate learning opportunities
- give and receive feedback during the implementation of learning plans
- monitor and review workplace learning plan implementation plans.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- facilitation techniques to support team development and improvement
- organisational policies, plans and procedures for developing teams
- career paths and competency standards relevant to the industry
- key sources of information relevant to inform development needs
- key features of learning and development methods.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- learning and development plans, policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## **Links**

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>