



Australian Government

BSBMGT404 Lead and facilitate off-site staff

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to supervise staff who perform agreed duties at an alternative site (usually home) during some or all of the scheduled work hours. Off-site work is a flexible employment option that meets all legal and regulatory employment requirements.

It applies to individuals who may be supervisors or team leaders and have responsibility for overseeing the work of off-site staff.

Increasingly, managers and staff are at different locations and the opportunities for face to face communication are reduced. In these cases, individuals must develop different techniques and approaches to ensure quality standards and work outcomes are met.

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

Unit Sector

Management and Leadership – Management

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. Facilitate off-site work outcomes	1.1 Clarify roles and responsibilities of off-site work supervisors with management and off-site staff 1.2 Provide leadership and direction to off-site staff to foster independent self managed work practices that address agreed outcomes in terms of quality and milestones 1.3 Ensure that work objectives for off-site staff are linked to measurable targets and include agreed timeframes

ELEMENT	PERFORMANCE CRITERIA
	1.4 Use participative, transparent decision making to review work allocation responsibilities of off-site staff and related on-site staff
2. Support off-site staff	2.1 Provide guidance to off-site staff to establish and maintain a supportive working environment in accordance with legal and organisational requirements 2.2 Assign key personnel/mentors to support off-site staff and to provide a link between off-site staff and the organisation 2.3 Establish and maintain effective working relations between on-site staff and off-site staff through regular meetings and other occasions used to build organisational culture and values
3. Manage off-site staff performance	3.1 Plan and conduct regular meetings to determine individual progress, identify needs, clarify and solve issues, and provide networking opportunities 3.2 Evaluate performance against agreed goals and targets and address in accordance with organisational policy and practice 3.3 Address problems in work performance through constructive solutions identified with off-site staff 3.4 Ensure evidence relating to performance is valid, documented and evaluated to identify learning and development requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.1, 3.2, 3.4	Uses various strategies to identify and interpret relevant information within job specifications and processes
Writing	1.1, 1.2, 1.3, 3.2, 3.4	Researches, plans and prepares documentation related to performance management outcomes using grammatical structures and conventions appropriate to the task
Oral Communication	1.1, 1.2, 1.4, 2.1, 2.3, 3.1, 3.3	- Uses listening and questioning skills to discuss and seek opinion about roles and responsibilities - Presents information to a range of audiences using structure and language to suit audience

Numeracy	1.2, 1.3	Selects and interprets mathematical information that is partly embedded in a range of tasks to determine timelines and milestones
Navigate the world of work	2.1	Adheres to organisational policies, procedures and legislative requirements
Interact with others	1.1, 1.2, 2.1, 2.3, 3.3	- Establishes and uses appropriate communication conventions and protocols to facilitate effective communication between staff - Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion - Recognises the importance of building rapport to establish effective working relationships - Recognises the importance of taking audience, purpose and contextual factors into account when deciding what to communicate, with whom, and how
Get the work done	1.1, 1.3, 1.4, 2.2, 3.1, 3.2, 3.3, 3.4	- Takes responsibility for planning and organising own workload and work tasks of others - Uses systematic, analytical processes to evaluate performance or solve problems - Uses a range of digitally based technology and applications to access and filter data, extract, organise, integrate and share relevant information - Recognises the potential of new approaches to enhance work practices and outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT404 Lead and facilitate off-site staff	BSBMGT404A Lead and facilitate off-site staff	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBMGT404 Lead and facilitate off-site staff

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Performance Evidence

Evidence of the ability to:

- implement strategies to facilitate work and provide guidance, supervision and support for off-site staff to meet agreed work outcomes
- facilitate communications with off-site staff, supervisors, managers and other relevant personnel to clarify roles and responsibilities, agree on work outcomes, maintain work relationships and manage performance
- apply feedback and performance management methods for off-site staff.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- give examples of off-site work that are typical in the organisation or industry
- explain challenges that are likely to arise with off-site work and strategies to address them
- outline legal and ethical requirements and organisational policies and procedures that apply to off-site work.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation and regulations
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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