



Australian Government

BSBXTW401 Lead and facilitate a team

Release: 2

BSBXTW401 Lead and facilitate a team

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to effectively lead and facilitate a team in a workplace within any industry.

This unit has a specific focus on the teamwork skills required for team leader or supervisor level (depending on organisational structure) workers with responsibility for others or teams.

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

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan team outcomes	1.1 Identify common objectives of workplace team, responsibilities and required outcome(s) 1.2 Use performance plans to establish expected outcomes, goals, and behaviours for individual team members in accordance with team objective and relevant policies 1.3 Select appropriate strategies to ensure team members are accountable for their roles and responsibilities 1.4 Plan for contingencies that could impact the team

2. Coordinate team and individuals	2.1 Communicate common team objectives and responsibilities to team members 2.2 Allocate tasks to team members based on staff expertise or development potential and provide appropriate instructions 2.3 Facilitate open and respectful communication and collaboration between team members, considering the needs of those from diverse backgrounds 2.4 Identify opportunities for cross collaboration amongst external and internal teams and individuals
3. Support team	3.1 Provide coaching to staff to enhance workplace culture 3.2 Support individuals according to organisational requirements to work towards common team goals 3.3 Facilitate team to identify, brainstorm, report and resolve task related issues and inefficiencies 3.4 Use problem solving skills to deal with any team, task or individual challenges
4. Monitor team performance	4.1 Measure team member performance against agreed work plans 4.2 Provide timely and constructive performance feedback to team members according to expected organisational standards 4.3 Identify specific learning and development opportunities to improve team and individual performance and behaviours 4.4 Implement action plans to address individual and team training needs

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
Interact with others	• Uses appropriate communication practices when communicating with team members and facilitating activities • Establishes and builds relationships and rapport with team members to foster a positive team environment • Recognises the perspectives of team members and diversity of opinion, and manages conflict as required
Navigate the world of work	• Understands and explains ethical and legal, regulatory and organisational responsibilities to team

Skill	Description
Get the work done	Plans, organises and implements work activities in line with organisational policies and procedures

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

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

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Assessment Requirements for BSBXTW401 Lead and facilitate a team

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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 on at least one occasion, evidence of the ability to:

- assign tasks to team members with appropriate instruction and considering any required contingencies
- provide feedback and assistance to team members
- collate feedback on individual and team performance
- identify and implement development opportunities for others
- manage conflicts and challenges according to organisational requirements.
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Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- organisational requirements relevant to workplace teams:
 - workplace policies
 - codes of conduct
 - organisational reputation and culture
- legislative requirements relevant to the workplace
- facilitation techniques to encourage team cohesion and effectiveness
- mentoring and coaching techniques to support team members
- strategies for conflict resolution and negotiation
- different methods and styles of communication

- key principles of cross-cultural communication and communication with individuals with special needs or disabilities
- professional behaviours to role model as a leader
- typical workplace contingencies that can impact teams:
 - unplanned leave or absence of workers
 - re-allocation of work tasks
 - succession planning for important team roles
- teamwork challenges relevant to performance evidence:
 - difficulties performing tasks
 - conflicts with clients or team members
 - potential risks or safety hazards
 - unethical or inappropriate behaviour.

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

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

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