



Australian Government

CPPCMN3007 Support leadership in the workplace

Release: 1

CPPCMN3007 Support leadership in the workplace

Modification History

Release 1.

Replaces superseded equivalent CPPCLO3039A Support leadership in the workplace.

This version first released with CPP Property Services Training Package Version 4.

Application

This unit of competency specifies the outcomes required to promote a supportive culture and environment in the workplace that enables effective leadership. The unit covers participating in and facilitating team planning, and promoting team commitment and cooperation.

The unit supports those who work alone or in teams. It applies in a range of work sites.

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

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

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|--------------------------------------|--|
| 1. Contribute to team effectiveness. | 1.1. Contributions are made to developing team plans, roles and responsibilities according to company requirements. |
| | 1.2. Skills and knowledge of team members are identified, documented and used to enhance team performance according to company requirements. |
| | 1.3. Interpersonal skills and communication techniques are used to facilitate open communication within team. |
| | 1.4. Company policies and procedures, and legislative, environmental and health and safety requirements are conveyed to team members according to company |

requirements.

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|----|-------------------------------------|------|---|
| 2. | Provide leadership within the team. | 2.1. | Assistance is provided to team members to achieve team and company objectives according to company requirements. |
| | | 2.2. | Individuals and work teams are encouraged to participate in developmental opportunities according to company requirements. |
| | | 2.3. | Coaching and mentoring are provided to team members to achieve team and company goals according to company requirements. |
| | | 2.4. | Conflict situations in work team are identified and conflict-resolution strategies applied, according to company requirements. |
| | | 2.5. | Causes of incomplete work are identified and documented, and improved work practices are discussed with individual or team according to company requirements. |

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Performance feature

Skill

- | | |
|-------------------------------|--|
| Learning skills to: | • review leadership ideas from different sources and incorporate them into own practice. |
| Oral communication skills to: | • ask questions to clarify coaching and mentoring requirements
• respond clearly and concisely to questions from colleagues, including those being mentored or coached. |
| Reading skills to: | • read and interpret internal company documents specifying company and team goals and policies. |
| Writing skills to: | • complete documentation using company templates. |

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Health and safety requirements must include at least six of the following:

- access to communication devices when working alone
- compliance with Safe Work Australia regulations and guidelines
- electrical equipment test and tag compliance
- emergency response procedures
- environmental controls
- hazard signs and barricades
- health and safety induction and refresher training
- manual handling techniques
- processes for safely dispensing chemicals
- risk assessment procedures, including:
 - hazardous chemicals register
 - hierarchy of control
 - job safety analyses (JSA) for low-risk situations
 - safe work method statements (SWMS) for high-risk situations
 - incident reporting
- safety data sheets (SDS)
- selection and use of required personal protective equipment (PPE)
- storage and maintenance of equipment according to manufacturer specifications
- use of first aid according to SDS information.

Unit Mapping Information

CPPCLO3039A Support leadership in the workplace

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPCMN3007 Support leadership in the workplace

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Performance Evidence

A person demonstrating competency in this unit must satisfy the requirements of the elements, performance criteria, foundation skills and range of conditions of this unit.

The person must also provide the following support to a workplace supervisor or manager:

- participate in two team meetings, actively and constructively responding to group discussions
- provide coaching or mentor support to one colleague
- identify and resolve a conflict in the workplace using conflict resolution techniques and strategies according to company requirements
- communicate effectively one-to-one and with a small group
- actively contribute to two different team building activities in the workplace.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- causes of stress or conflict in teams and strategies for identifying, managing and reducing them
- company requirements and procedures relating to supporting leadership in the workplace, including:
 - codes of conduct
 - communication protocols
 - own role, responsibility and delegation requirements
 - reporting procedures
 - role and function of workplace teams
- developmental opportunities available to team members and ways to access them, including:
 - apprenticeship opportunities
 - career pathways
 - in-house training programs
 - job rotations
 - mentoring opportunities

- key requirements of legislation and regulations, including work health and safety (WHS) legislation and industrial awards and legislation in order to provide support to leadership
- company goals, including:
 - budgetary and profit targets
 - company service standards
- team development techniques.

Assessment Conditions

The following must be present and available to learners during assessment activities:

- physical conditions:
 - suitable work site or venue where work is performed under supervision and where team meetings are conducted
- relationships with team members and supervisor:
 - work may be conducted alone or as part of a team.

Timeframe:

- according to workplace requirements.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

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