



Australian Government

CPPCMN4003 Establish, develop and monitor teams

Release: 1

CPPCMN4003 Establish, develop and monitor teams

Modification History

Release 1.

New unit of competency replacing superseded equivalent CPPCMN4005A Facilitate effective teamwork and CPPCMN4006A Facilitate effective workplace relationships.

This version first released with CPP Property Services Training Package Version 3.

Application

This unit of competency specifies the outcomes required to facilitate the development of team members' working relationships, monitor their interactions and performance, and manage coaching and incentive programs to improve team effectiveness.

The unit supports those who supervise small teams and take responsibility for the quality of work at a particular site. It applies in a range of commercial and residential 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.						
1. Establish team.	<table><tr><td>1.1.</td><td>Company's social, ethical and business standards are promoted to ensure those standards and <i>legislative requirements</i> are applied.</td></tr><tr><td>1.2.</td><td>Team communication requirements are established and communication methods are selected to meet team member needs, according to company requirements.</td></tr><tr><td>1.3.</td><td>Roles and tasks of team members are agreed through team consultation and negotiation, and recorded according to company requirements.</td></tr></table>	1.1.	Company's social, ethical and business standards are promoted to ensure those standards and <i>legislative requirements</i> are applied.	1.2.	Team communication requirements are established and communication methods are selected to meet team member needs, according to company requirements.	1.3.	Roles and tasks of team members are agreed through team consultation and negotiation, and recorded according to company requirements.
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1.2.	Team communication requirements are established and communication methods are selected to meet team member needs, according to company requirements.						
1.3.	Roles and tasks of team members are agreed through team consultation and negotiation, and recorded according to company requirements.						

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|----|------------------------------------|---|
| | 1.4. | Team and individual KPIs are established and communicated to team members, and recorded according to company requirements. |
| | 1.5. | Commitment of team members to key performance indicators (KPIs) is gained and maintained through consistent outlining and competent demonstration of workplace procedures. |
| 2. | Monitor and support team outcomes. | <p>2.1. Team's work performance is monitored against KPIs and team members are held accountable for completing activities and achieving required outcomes.</p> <p>2.2. Individual coaching is provided to team members in response to requests or as a result of team monitoring, as required.</p> <p>2.3. Individual or team member problems are discussed and issues resolved according to company requirements.</p> |
| 3. | Develop team performance. | <p>3.1. Opportunities for staff development and training are regularly promoted to staff according to company requirements.</p> <p>3.2. Development needs of team are identified, recorded and discussed with team members according to company requirements.</p> <p>3.3. Development activities and support materials that suit identified needs of team members are planned and scheduled according to company requirements.</p> <p>3.4. Improvements in team and individual work performance are monitored, recorded and rewarded according to company requirements.</p> |

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.

Skill	Performance feature
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- Numeracy skills to:
- apply simple performance assessment rating systems.
- Oral communication skills to:
- facilitate team discussions and negotiations using accessible language.
- Writing skills to:
- establish clear and measurable KPIs for a small team
 - take notes and record details of individual team member's performance and development needs.
- Problem-solving skills to:
- listen to and resolve concerns in relation to workplace issues
 - understand and apply knowledge of learning styles of team members and select required development activities and support materials in suitable formats.
- Teamwork skills to:
- develop rapport and gain confidence of team members
 - work with diverse individuals and groups
 - actively encourage team members to learn in order to develop new skills and improve team performance.

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.

- Legislative requirements*** must include:
- anti-discrimination, equal employment opportunity and racial vilification
 - consumer law
 - environmental law
 - harassment and other laws specific to local government
 - industry codes of conduct
 - Work Health and Safety (WHS) Act and regulations
 - privacy legislation.

Unit Mapping Information

CPPCMN4005A Facilitate effective teamwork and CPPCMN4006A Facilitate effective workplace relationships

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 CPPCMN4003 Establish, develop and monitor teams

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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 establish a working team comprised of a minimum of three members, in which the work must involve:

- establishing three different key performance indicators (KPIs) for each team member according to their roles and responsibilities
- communicating KPIs to each team member and clarifying and confirming understanding and acceptance
- identifying and communicating one developmental opportunity with each person
- monitoring and recording team interactions and individual and team performance over a suitable timeframe.

Knowledge Evidence

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

- team dynamics, including causes of stress or conflict in teams and suitable resolution strategies
- communication requirements and methods suitable for team members and work roles
- company codes and standards for workplace conduct, ethics, and personal presentation
- company policies and procedures relating to own and team members' roles, responsibilities and delegation level, including:
 - work instructions
 - counselling and disciplinary procedures
 - reporting and documentation requirements
 - staff development and learning opportunities
 - specific customer requirements
 - quality and continuous improvement requirements
- legislative compliance requirements relating to teamwork and work role, including:
 - anti-discrimination
 - consumer rights

- environmental protection
- equal employment opportunity
- privacy
- sustainability
- work health and safety (WHS), including personal protective equipment (PPE) requirements.

Assessment Conditions

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

- materials:
 - company-specific business standards
 - legislative requirements as listed in range of conditions
- specifications:
 - teamwork instructions
- physical conditions:
 - work site
 - a minimum of three new team members
- relationships with team members and supervisor:
 - supervisory responsibility for a small 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.

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