



Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO3039A Support leadership in the workplace

Release: 1

CPPCLO3039A Support leadership in the workplace

Modification History

Revised unit

Unit updated and equivalent to PRMCL39A Support leadership in the workplace

Unit Descriptor

This unit of competency specifies the outcomes required to promote a supportive structure and environment that enables effective leadership within the cleaning industry.

The unit requires the ability to participate in and facilitate team planning and promote team commitment and cooperation.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision and within company guidelines.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

- | | | | |
|---|-------------------------------------|-----|---|
| 1 | Contribute to team effectiveness. | 1.1 | Contributions are made to development of team plans, roles and responsibilities according to company requirements . |
| | | 1.2 | Skills and knowledge of team members are identified and used to enhance team performance according to company requirements. |
| | | 1.3 | Interpersonal skills and communication techniques are used according to company requirements to facilitate open communication within team, ensure understanding, and encourage accurate exchange of information. |
| | | 1.4 | Company policies and procedures, and legislative, environmental and occupational health and safety (OHS) requirements are conveyed to team members according to company requirements. |
| 2 | Provide leadership within the team. | 2.1 | Assistance is provided to team members to achieve team and organisational goals and objectives according to company requirements. |
| | | 2.2 | Individuals and work team are encouraged to participate in relevant developmental opportunities according to company requirements. |
| | | 2.3 | Coaching and mentoring are provided to team members to achieve team and organisational 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 work restrictions affecting completion of work order are identified and improvements in work practices are suggested according to company requirements. |

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- interpersonal skills to:
 - demonstrate empathy and tact
 - establish rapport
 - gain trust
 - maintain relationships
 - manage conflict
 - negotiate work arrangements
 - relate to people from a range of backgrounds
- language and literacy skills to:
 - communicate clearly and concisely verbally and in writing
 - listen actively
 - read and interpret company directions and safety instructions
 - request advice or further information
 - seek, receive and provide feedback
 - source, organise and record information
- planning and organising skills to manage time
- problem-solving skills to:
 - evaluate relationships
 - select methods to manage conflict
- teamwork skills to lead teams

Required knowledge

- causes of stress or conflict in teams and strategies for identifying, managing and reducing them
- communication methods and mediums, including negotiation techniques
- company requirements and procedures, including:
 - codes of conduct
 - communication structure and work procedures
 - own role, responsibility and delegation requirements
 - reporting procedures
 - role and function of workplace teams
 - staff development and available learning opportunities
- legislation, regulations, codes of practice and industry advisory standards that apply to

- supporting leadership in the workplace, including OHS legislation
- team development techniques

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment	This unit of competency could be assessed by observing at least two different practical demonstrations of supporting leadership in the workplace.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit. In particular the person should demonstrate the ability to: • communicate effectively one-to-one and with a small group • demonstrate leadership and team building in the workplace • encourage the support and development of team members in the workplace • comply with company and legislative requirements.
Context of and specific resources for assessment	Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements. Resource implications for assessment include access to: • work order and client specifications • relevant information and work sites • work order instructions, work plans and schedules, and policy documents • assessment instruments, including personal planner and assessment record book.
Method of assessment	Assessment methods must: • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.
Guidance information for assessment	Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision

	of appropriate assessment support. Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed. This unit could be assessed on its own or in combination with other units relevant to the job function.
--	---

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

<i>Company requirements</i> may include:	• business and performance plans • client communication procedures • client confidentiality procedures • client service standards • communication channels and reporting procedures • company goals, objectives, plans, systems and processes • company issued identification badges, cards or passes • company policies and procedures, including: • access and equity policy, principles and practice • OHS policies and procedures, including control procedures • maintenance procedures for equipment and PPE • those relating to own role, responsibility and delegation • work site access security clearance procedures • company service standards • defined resource parameters • dress and presentation requirements • duty of care, code of conduct, and code of ethics • emergency response and evacuation procedures • employer and employee rights and responsibilities • environmental protection procedures • personnel practices and guidelines • quality and continuous improvement processes and standards • records and information systems and processes • training materials (induction, refresher and new skills) • use of contractors.
--	---

<i>Interpersonal skills and communication techniques</i> may include:	• active listening • constructive feedback • control of voice and body language • flexibility and willingness to negotiate • non-verbal communication, such as: • body language • personal presentation • presenting options and consequences • reflecting and summarising • speaking clearly and concisely • summarising, paraphrasing and seeking feedback to check understanding • using effective presentation aids, such as: • audiovisual slides • diagrams • photos • pictures • using language sensitively, showing awareness of cultural and social differences • using positive, confident and cooperative language.
<i>Legislative requirements</i> may include:	• Australian standards, quality assurance and certification requirements • award and enterprise agreements • industry advisory standards and codes, such as: • building codes • dangerous goods codes • relevant commonwealth, state and territory legislation and local government regulations affecting company operation, including: • anti-discrimination and diversity policies • chemical controls • chemical registers and manifests • consumer protection • energy conservation • environmental protection • equal employment opportunity • freedom of information • industrial equipment certificates of competency or licences • industrial relations • OHS Acts and regulations • privacy • public health

	• trade practices • water conservation • workplace consultative arrangements.
Occupational health and safety (also known as workplace health and safety) requirements may relate to:	• allergic reactions, such as contact dermatitis • communication devices for remote and isolated locations, such as: • mobile phone • two-way radio • dermatotoxicological control and prevention measures • emergency procedures for eye and skin contact, and inhalation and ingestion of toxic substances • hazard identification and risk assessment mechanisms • health surveillance and monitoring, such as regular blood testing • hierarchy of hazard control procedures • maintaining clear access • national and industry standards and codes of practice • OHS control procedures, such as: • health and safety plans • job plans • job safety analyses • risk assessments • safe operating practices and procedures • safe system of work statements • safe work instructions • work method statements • reporting injury and dangerous occurrences • routes of entry and potential symptoms of exposure to chemicals • safe work practices for equipment, PPE and chemical storage, including interpretation of: • MSDS • hazardous substance information, such as long latency periods • safety training, induction and refresher training • selection and use of PPE and clothing appropriate to the hazard • ultraviolet light • up-to-date electrical test and tag compliance • use of chemicals according to MSDS • use of residual current devices • use, storage and maintenance of equipment according to manufacturer specifications and equipment operating manuals.
Organisational goals may	• budgetary and profit targets

include:	• client service standards • company service standards.
Development opportunities may include:	• career pathways • in-house training programs • job rotations • mentoring opportunities • new apprenticeships.
Work restrictions may include:	• amount of work anticipated • client activity • employee level of literacy and communication skills • faulty or inappropriate equipment • site accessibility • site hazards • skills of work unit or team • staffing resources • time limitations.

Unit Sector(s)

Cleaning operations.

Custom Content Section

Not applicable.