



Australian Government

CSCORG013 Coordinate a work team

Release: 2

CSCORG013 Coordinate a work team

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCORG407A Coordinate a work team.

- PC 3.4 removed

Application

This unit describes the skills required to develop and maintain a cooperative work group, communicate objectives and required standards, support development activities and provide leadership to the work group.

This unit applies to those working in a leadership role at an operational level. In practice, coordinating a work group may overlap with other generalist or specialist work activities.

This is a generic management unit that has been designed to allow significant contextualisation according to the requirements of the organisation, management structures and candidates' work roles and responsibilities.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to leadership.

Those undertaking this unit usually work independently drawing upon support from a range of established resources.

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

Pre-requisite Unit

Not applicable

Competency Field

Organisational administration and management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

PERFORMANCE CRITERIA

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 section.

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| 1 Develop and maintain a cooperative work group | 1.1 Encourage staff to make constructive contributions to team decisions and planning.

1.2 Acknowledge contributions to work group operations and respond positively to feedback and suggestions from team members.

1.3 Ensure staff members contribute actively to the implementation of new work practices.

1.4 Address conflict between staff members. |
| 2 Communicate objectives and required standards | 2.1 Ensure staff members are aware of relevant information affecting the work group.

2.2 Inform staff of required objectives and standards and encourage staff commitment to objectives and standards to promote continuous improvement.

2.3 Model and promote principles and practices of safe, fair and participative work practices to staff.

2.4 Provide regular constructive feedback on all aspects of work performance to individuals and team to promote continuous improvement.

2.5 Assess performance and address requirements in a fair and timely manner. |
| 3 Support development activities | 3.1 Identify specific training needs of individuals and provide training and development opportunities.

3.2 Develop and implement agreed action plans to meet individual and group training and development needs.

3.3 Encourage and support staff in applying skills and knowledge in the workplace.

3.4 Encourage and support staff to attend training courses and to take up other development opportunities. |

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| 4 Provide leadership to the work group | 4.1 Check and confirm the link between the function of the group and the goals of the organisation. |
| | 4.2 Use participative decision making to develop, implement and review work of the group and to allocate responsibilities where appropriate. |
| | 4.3 Give opportunities and encouragement to others to develop new and innovative work practices and strategies. |
| | 4.4 Identify and resolve conflict with minimum disruption to work group function. |
| | 4.5 Provide staff with the support and supervision necessary to perform work safely and without risk to health. |
| | 4.6 Allocate tasks within the competence of staff and support staff with appropriate authority, autonomy and training. |
| | 4.7 Ensure supervision is appropriate to changing priorities and situations and takes into account the different needs of individuals and the requirements of the task. |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

Supersedes and is equivalent to CSCORG407A Coordinate a work team.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Assessment Requirements for CSCORG013 Coordinate a work team

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

- Assessment Requirements revised
- Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- using effective communication techniques related to mediation, mentoring, collaboration and cooperation
- reporting on the achievement of work outcomes

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisation's policies and procedures related to coordinating a work team
- strategies for performance development in the workplace
- principles of effective team operation
- principles of conflict resolution

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace

conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>