



Australian Government

CSCORG046 Coordinate a work team

Release: 1

CSCORG046 Coordinate a work team

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Application

This unit describes the skills and knowledge 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.

An individual undertaking this role usually works independently drawing upon support from a range of established resources.

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.

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.

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| 1 Develop and maintain a cooperative work group | 1.1 Encourage team members 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 team members contribute actively to the implementation of workplace practices |
| | 1.4 Encourage collaboration between team members to achieve an effective workplace environment |
| 2 Communicate objectives and required standards | 2.1 Ensure team members are aware of relevant information and changes affecting the work group |
| | 2.2 Inform team of required objectives and standards and encourage commitment to objectives and standards to promote continuous improvement |
| | 2.3 Model and promote principles of safe and fair work practices to team |
| | 2.4 Provide regular constructive feedback on all aspects of work performance to individuals and team to promote continuous improvement |
| | 2.5 Assess individual performance and address in accordance with organisational procedures |
| 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 team members in applying skills and knowledge in the workplace |
| | 3.4 Encourage and support team members to undertake training and other development opportunities |
| 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 discussions to develop, implement and review work and allocate responsibilities where appropriate |

- 4.3 Provide opportunities and encouragement to team members 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 team members with the support and supervision necessary to perform work safely
- 4.6 Allocate tasks within the competence of the team and support with appropriate authority, autonomy and training
- 4.7 Ensure supervision is appropriate to changing priorities and situations and considers 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 Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCORG013 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 CSCORG046 Coordinate a work team

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on two occasions and include:

- using effective communication techniques related to mediation, mentoring, collaboration and cooperation
- providing feedback and updates on work group progress and achievements
- responding to conflict in accordance with organisational guidelines
- recognising organisational priorities and allocating tasks to team members accordingly
- developing action plans
- completing relevant workplace documentation.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- relevant legislation and organisational policies and procedures related to leadership and coordinating a work team
- strategies for performance development in the workplace
- principles of effective team operation
- effective communication techniques
- principles of conflict resolution
- relevant training and development opportunities and impact
- organisational strategic priorities and objectives
- time management techniques.

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

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