



Australian Government

FBPPPL3007 Support and mentor individuals and groups

Release: 1

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Modification History

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 6.0.

Application

This unit of competency describes the skills and knowledge required to model appropriate work practices, provide feedback to groups and individuals, and facilitate group processes.

This unit applies to individuals who work under broad direction and take responsibility for their own work, and have some formal responsibility for managing others.

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

Pre-requisite Unit

Nil

Unit Sector

People, Planning and Logistics (PPL)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Support others in the work area	1.1 Mentor individuals to meet work requirements according to workplace procedures 1.2 Compare individual work performance against expected workplace standards 1.3 Monitor performance and take appropriate action according to workplace procedures 1.4 Provide feedback to individual on performance according to workplace procedures

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	1.5 Model good behaviour and performance consistent with workplace expectations
2. Facilitate group processes	2.1 Determine purpose of group process, and plan group involvement 2.2 Gather information and develop proposed process outcome through discussions with group 2.3 Engage members of group to ensure decisions are made and agreed according to workplace procedures 2.4 Record agreed outcomes and implement process in a timely manner

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Learning	Contribute to continuous improvement of current work practices by analysing issues
Writing	Accurately record and complete organisational documents using clear language and correct spelling, grammar and terminology
Oral communication	- Effectively participate in verbal exchanges using collaborative and inclusive techniques, including active listening and questioning, and reading of verbal and non-verbal signals to convey and clarify information - Use a range of strategies to establish a sense of connection and build rapport with co-workers - Effectively deal with disagreements and misunderstandings as they arise

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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FBPPPL3007 Support and mentor individuals and groups	FBPPPL3001 Support and mentor individuals and groups	Performance Criteria added Foundation Skills refined Performance Evidence clarified Minor changes to Knowledge Evidence and Assessment Conditions	Not equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>+