



Australian Government

Assessment Requirements for FBPPPL4001 Manage people in the work area

Release: 1

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Modification History

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package version 1.0

Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has managed performance issues of people in the work area on at least two separate occasions, including:

- determining performance expectations and communicating effectively with individuals in the workplace
- identifying performance variances and collecting relevant information
- providing coaching and support to team members according to needs determined by performance outcomes
- monitoring performance and addressing performance issues according to organisational guidelines.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- negotiation and problem-solving skills for managing people in the workplace
- workplace feedback and performance management systems and responsibilities, including:
 - personal levels of authority
 - performance counselling
 - disciplinary procedures
- company policies, procedures and related communication systems
- effect of personal style and behaviour on others in the work area and the importance of establishing effective relationships with people in the work area
- performance expectations and related communication systems/processes
- signs of different levels of performance, including:
 - performance indicators and measures

- assessment strategies for performance
- patterns and behaviour that lead to poor performance
- patterns and behaviour that leads to exceptional performance
- options and strategies to address performance issues, including:
 - rewards
 - disciplinary actions
- systematic approaches for structuring a discussion on poor performance, including:
 - clear statement of the problem
 - explanation of why it is a problem
 - action or change required
 - follow up action
- workplace and legal requirements to document performance and behavioural issues, including:
 - legal processes
 - how reported information may be used
- industrial awards and workplace agreements on employee rights and responsibilities related to work performance and the relationship between the award and site agreements
- communication skills to consult and communicate with relevant personnel
- records and recording systems and requirements for managing people in the workplace
- principles of motivation and effective teamwork.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - workplace information recording systems, requirements and procedures
- specifications:
 - workplace policies and procedures
 - relevant industrial awards and agreements
- relationships (internal and/or external):
 - opportunities to interact with others using typical workplace communication processes

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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

