



Australian Government

FBPPPL4001 Manage people in the work area

Release: 1

FBPPPL4001 Manage people in the work area

Modification History

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

Application

This unit of competency describes the skills and knowledge required to manage performance issues of people in the work area.

This unit applies to individuals with managerial responsibility for other people in a work area. It includes an understanding of different levels of response to performance issues, including formal procedures.

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

Pre-requisite Unit

FBPPPL3001 Support and mentor individuals and groups

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. Provide information on performance expectations	1.1 Ensure workplace policies and procedures are current, accessible and in formats appropriate to the audience 1.2 Ensure performance-related information is current, accessible and in formats appropriate to the audience 1.3 Communicate work expectations, plans and objectives to team members
2. Provide coaching and	2.1 Demonstrate appropriate work behaviours and procedures to

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
support	individuals and groups 2.2 Identify skill development needs of individuals or groups according to workplace procedures according to workplace training need analysis practices 2.3 Provide targeted skill development support to improve individual or group performance 2.4 Encourage, value and reward positive performance according to workplace procedures
3. Manage performance issues	3.1 Identify signs of performance variation outside of that expected according to workplace objectives and targets 3.2 Investigate reasons for performance variance according to workplace procedures 3.3 Identify and implement appropriate responsive action to variances in performance 3.4 Establish process for monitoring performance improvement according to workplace procedures

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
Reading	Analyses complex documentation from a variety of sources and consolidates information relating to performance policies and measures to determine requirements
Writing	- Documents outcomes and discussions using industry relevant terminology - Accurately records and completes performance-related organisational documents using clear language, correct spelling, grammar and terminology
Numeracy	Performs mathematical calculations to analyse performance data to inform performance outcomes
Oral communication	Effectively participates in verbal exchanges using collaborative and inclusive techniques, including active listening and

Skill	Description
	questioning, and reading of verbal and non-verbal signals to convey and clarify information on performance
Get the work done	• Contributes to continuous improvement of current work practices by applying basic principles of analytical and lateral thinking • Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes • Applies systematic and analytical decision-making processes for complex and non-routine situations • Responds to problems requiring resolution, drawing on past experiences of performance measures
Interact with others	• Recognises when personal values and beliefs impact on work group activities and performance, and implements strategies to moderate the effect • Collaborates with others sharing information to build strong work groups, and manages behaviours that are not conducive to a productive environment

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPPPL4001 Manage people in the work area	FDFPPL4001A Manage people in the work area	Updated to meet Standards for Training Packages Minor changes to Performance Criteria for clarity	Equivalent unit

Links

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

Assessment Requirements for FBPPPL4001 Manage people in the work area

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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

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