



Australian Government

Department of Education, Employment and Workplace Relations

FDFPPL3003A Support and mentor individuals and groups

Revision Number: 1

FDFPPL3003A Support and mentor individuals and groups

Modification History

Not applicable.

Unit Descriptor

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

Application of the unit	This unit applies to support provided to a team or work group. A person competent in this unit may or may not have formal responsibility for managing others.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Support others in the work area	1.1. Individuals are mentored to meet work requirements 1.2. Performance that is inappropriate is identified and corrective action taken 1.3. Feedback on performance is provided
2. Facilitate group processes	2.1. Purpose of group process is identified 2.2. Meeting procedures required to achieve an agreed outcome are determined and applied 2.3. Group members are engaged in the process 2.4. Clear outcomes are reached in a timely manner

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Ability to:

- model behaviour consistent with company policies and procedures
- identify behaviour or performance that is unacceptable
- structure interventions and feedback to clearly convey required standard of performance
- apply appropriate explanation, demonstration, questioning and active listening techniques when interacting with others
- provide feedback appropriate to the audience requirements
- recognise and respond appropriately to difference and diversity in the workplace
- provide and/or arrange opportunities to develop/practice appropriate skills
- plan group processes, including clearly identifying the purpose of the discussion or meeting, confirming the appropriate people are available and planning a basic outline of the approach and/or agenda
- facilitate meetings, including confirming with group members the purpose of the discussion or meeting, engaging people in discussion and assisting the group to reach an agreed outcome within the allotted timeframe
- record meeting outcomes
- follow up group processes, including identifying actions required to follow up outcomes of a discussion or meeting
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor
- work cooperatively within a culturally diverse workforce

Required knowledge

Knowledge of:

- company policies and procedures as they apply to the work area, including areas covered by legislation, such as sexual harassment, equal employment opportunity (EEO)/affirmative action, anti-discrimination, racial vilification and workplace bullying, occupational health and safety (OHS), food safety and environmental management
- industry awards and enterprise agreements to develop an awareness of the main issues covered as they affect day-to-day work arrangements
- systems and programs in the workplace to support development and mentoring of others
- relevant resources to support mentoring role and responsibilities
- techniques for structuring and explaining work-related information to meet the

REQUIRED SKILLS AND KNOWLEDGE

- needs of people in the work area
- interpersonal skills, including appropriate questioning, listening and feedback techniques
- training/assessment arrangements in the workplace and related responsibilities
- boundaries of responsibility and related procedures for feedback, counselling and disciplinary procedures
- formal arrangements and responsibilities for consulting others relating to work role
- meeting procedures and recording requirements as relevant in the workplace

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of ability to:

- model behaviour and performance consistent with company policy and procedures
- support others in their behaviour and performance
- provide feedback on performance and take corrective action on inappropriate behaviours
- plan and organise group meetings or activities to engage participation
- support group meetings to gain clear outcomes.

Context of and specific resources for assessment

Assessment must occur in a real or simulated workplace where the assessee has access to:

- advice on workplace policies, codes of practice and procedures
- opportunities to interact with others using typical workplace communication processes
- typical group forums, such as structured group discussions, committee meetings and work groups
- workplace systems and procedures for consultation, feedback, counselling and discipline
- advice on conditions of employment and entitlements
- information systems, including recording and retrieval systems.

Method of assessment

This unit should be assessed together with core units and other units of competency relevant to the function or work role. Examples could be:

- FDFOP2005A Work in a socially diverse environment
- FDFPPL3004A Lead work teams and groups.

Guidance information for

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over

EVIDENCE GUIDE**assessment**

a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Policies and procedures	Work is carried out in accordance with company policies, procedures, regulatory and licensing requirements, legislative requirements and industrial awards and agreements
Mentoring and feedback arrangements	Mentoring and feedback arrangements may be: • formal or informal
Corrective action	Corrective action may include: • reporting an incident to a more senior person as appropriate
Group processes	Group processes may include: • formal meeting procedures and informal discussions • group meetings
Communication systems	Communication systems reflect the culture of the workplace and the workforce. This may include: • communicating with people from diverse cultural backgrounds and with people with limited English language and literacy skills
Meeting procedures	Meeting procedures include: • developing an agenda • seeking input • recording actions arising and working towards an agreed outcome within time allocation

Unit Sector(s)

Unit sector	People management/planning/logistics
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		