



Australian Government

Department of Education, Employment and Workplace Relations

FDFPPL4001A Manage people in the work area

Revision Number: 1

FDFPPL4001A Manage people in the work area

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to manage people performance issues.
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Application of the Unit

Application of the unit	This unit is appropriate for those with managerial responsibility for other people in a work area. It includes an understanding of different levels of response to performance issues, including formal disciplinary procedures.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		
	FDFPPL3003A	Support and mentor individuals and groups

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. Provide information on performance expectations	1.1. Workplace policies and procedures are current, accessible and in formats appropriate to the audience 1.2. Performance-related information is current, accessible and in formats appropriate to the audience
2. Provide coaching and support	2.1. Role models are provided to demonstrate appropriate work behaviours and procedures 2.2. Skill development needs are identified and addressed
3. Manage performance issues	3.1. Signs of poor/unacceptable performance are identified 3.2. Reasons for poor/unacceptable performance are investigated 3.3. Appropriate responsive action is identified and implemented

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- ensure that relevant and appropriate information is available to people in the work area to define performance expectations, including workplace information on policies and procedures and on production targets/work outcomes required of the work role
- ensure that appropriate behaviour/procedures are consistently observed by all workplace personnel in the work area
- establish skill shortages and arrange for these to be addressed, such as direct training/explanation or referral to appropriate personnel
- provide regular feedback to foster confidence and appropriate workplace behaviours, such as providing aggregate information on work performance, e.g. key performance indicators (KPIs), as well as feedback on individual performance and behaviour
- identify indicators of poor or unacceptable work performance and investigate causes
- determine appropriate response within level of responsibility, including recording details of performance issues and response to meet workplace recording requirements
- develop a plan to structure and undertake a formal counselling interview
- demonstrate appropriate interview techniques to counsel in response to a performance management issue
- use communication skills to interpret and complete work information to support operations of work team or area
- demonstrate and support cooperative work practices within a culturally diverse workforce

Required knowledge

Knowledge of:

- workplace feedback and performance management systems and responsibilities in the workplace, including personal level of authority for performance counselling and disciplinary procedures
- company policies, procedures and related communication systems
- the effect of personal style and behaviour on others in the work area, including the importance of establishing effective relationships with people in the work area
- the importance of providing clear information on performance expectations and related communication systems/processes
- signs of poor performance, including patterns or behaviour that may lead to poor

REQUIRED SKILLS AND KNOWLEDGE

performance

- options and strategies to address performance issues, including the difference between competency performance and related responses
- systematic approaches for structuring a discussion on poor performance (at a minimum this includes a clear statement of the problem, an explanation of why it is a problem, the action or change required to address the problem and any follow up action)
- workplace and legal requirements to document instances of poor performance or unacceptable behaviour, including the legal processes that could eventuate and how reported information may be used
- relevant provisions of relevant industrial awards and enterprise agreements on employee rights and responsibilities related to work performance, including the relationship between the award and site agreements
- communication skills to consult and communicate with relevant personnel
- recording systems and requirements

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:

- identify performance indicators and measures and assess performance against these
- identify non-conformances
- provide coaching and support to team members according to needs determined by performance outcomes
- monitor performance
- address poor performance according to organisational guidelines.

Context of and specific resources for assessment

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

- workplace policies and procedures
- relevant industrial awards and agreements
- workplace information recording systems, requirements and procedures.

Method of assessment

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

Guidance information for assessment

To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over 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	The management of people performance issues is consistent with company policies and procedures, regulatory and licensing requirements, legislative requirements, and industrial awards and agreements and takes account of occupational health and safety (OHS) and environmental impact of scheduling arrangements
People management	People management may relate to: • a specific work area or apply across the workplace according to level of responsibility
Provisions	Provisions to be covered include but are not limited to: • work allocation (minimum callouts/hours) • notice periods required to change shifts arrangements/allocations • classification structure relevant to work role/hours of work • leave entitlements • conflict/dispute resolution procedures

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		