



Australian Government

ICPSUP554 Manage teams

Release: 1

ICPSUP554 Manage teams

Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to supervise and coordinate other workers.

It applies to individuals who perform a broad range of skilled tasks relating to the printing and graphic arts industry, and who may also provide leadership and guidance to others in the application and planning of the skills.

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

Unit Sector

Support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Lead planning	1.1 Range of questioning and prompting techniques is applied to promote participative team or individual planning 1.2 Proposals are accurately recorded to reflect outcomes of planning 1.3 Plans take into account timelines, responsibilities and production requirements affecting the team or individual 1.4 Tasks are selected to suit skill levels of individuals or team members
2. Lead problem-solving	2.1 Problem is clearly defined by team or individuals involved, and criteria for selecting a solution are identified

ELEMENT	PERFORMANCE CRITERIA
	2.2 Data or evidence is collected and analysed 2.3 Group or individual is encouraged to contribute to determine solutions 2.4 Alternatives are identified and solution selected 2.5 Implementation is planned and carried out 2.6 Implementation of solution is evaluated to determine effectiveness of decisions
3. Develop individual or team participation	3.1 Support is provided to individuals or team members to ensure full participation 3.2 Procedures are implemented to enable the team or individual to assess effectiveness
4. Check health and safety standards in work area	4.1 Applicable work health and safety (WHS) and environmental standards are identified, interpreted and implemented 4.2 Implementation of standards is monitored to determine work area safety 4.3 Improvements are recommended to achieve established standards
5. Monitor process standards	5.1 Quality and performance standards are identified, interpreted and implemented 5.2 Implementation of standards is monitored to determine effectiveness of process 5.3 Improvements are recommended to achieve established quality control standards
6. Communicate with work team, individuals and management	6.1 Information affecting work area, including WHS, is given logically and in an easily understood manner to other workers 6.2 Feedback from team members and individuals is sought to assist in the participation process 6.3 Communication and reporting is carried out, where required, with management and/or external personnel in a manner which ensures effective and appropriate information exchange

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	2.1, 2.2, 2.6, 4.1, 5.1	Recognises text within job specifications and workplace documentation related to outcomes of the job
Writing	1.2, 1.3, 2.2, 2.5, 2.6, 4.3, 5.3, 6.1, 6.3	Uses clear, specific and industry related terminology to complete and update workplace documentation
Oral Communication	1.1, 2.3, 6.1-6.3	- Provides clear explanations using language appropriate to audience and environment - Participates in verbal exchanges of ideas and solutions
Numeracy	1.3	Uses simple mathematical calculations when planning workplace deadlines
Navigate the world of work	4.1, 4.2, 6.1	Understands own legal rights and responsibilities, and is extending understanding of general legal principles across work contexts
Interact with others	2.3, 3.1, 6.2, 6.3	Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction
Get the work done	1.3, 1.4, 2.1, 2.2, 2.4-2.6, 3.2, 5.1, 5.2	- Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer term operational and strategic goals - Uses systematic, analytical processes to solve problems in complex, non-routine situations; setting goals, gathering relevant information and identifying and evaluating options against agreed criteria - Recognises and anticipates an increasing range of familiar problems, their symptoms and causes; actively looking for early warning signs and implementing contingency plans - Reflects on appropriateness and effectiveness of the problem-solving process used to identify improvement opportunities

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICPSUP554 Manage teams	ICPSU554C Manage teams	Updated to meet Standards for Training	Equivalent unit

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>

Assessment Requirements for ICPSUP554 Manage teams

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Performance Evidence

Evidence of the ability to:

- develop plans for individuals and teams that incorporate production requirements, responsibilities and timelines
- devise and implement a solution to a workplace problem
- monitor work health and safety (WHS), environmental quality and performance standards in the work area, and implement improvements if required
- provide clear instructions and information to team members and management
- develop and implement ways to seek feedback from others
- produce a portfolio demonstrating each element has been carried out (which can include rosters, schedules, quality related documentation and testimonials from superiors and workers being supervised).

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

WHS standards in the work area

- identify who is responsible for determining WHS standards
- identify who monitors the WHS standards in the workplace
- describe the responsibilities and rights of individuals in the workplace in relation to WHS

Planning production requirements of individuals to suit skill level

- explain why it is important to determine the skill level of workers
- describe methods used to determine the skill levels of workers

Promoting problem-solving and decision-making

- describe typical problems that arise in the workplace
- describe problem-solving techniques

Developing individual or team participation

- outline ways to encourage team members to participate
- outline ways to improve quality and performance standards
- describe types of checks on quality standards
- identify who has responsibility for implementing improvements to process standards
- outline the ramifications of standards not being improved

Workplace communication

- explain the principles of effective communication with individuals and teams in the workplace
- describe methods of seeking feedback
- outline reasons why seeking and using feedback is important to a team leader.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Support field of work and include access to special purpose tools, equipment and materials.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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