



Australian Government

Assessment Requirements for MSL916002 Manage and develop teams

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MSL916002A Manage and develop teams

Performance Evidence

Evidence of competence in this unit must satisfy all of the requirements of the elements and performance criteria, and include demonstration of:

- planning and allocating work that balances achievement of team goals and job requirements with team members' strengths and preferences
- measuring, monitoring and recording team and individual performance
- developing and empowering team members through motivating, mentoring, coaching and promoting team cohesion to achieve planned outcomes
- working effectively with team members who have diverse work styles, cultures and perspectives
- using effective interpersonal and communication skills to gain cooperation and resolve conflicts.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- the organisational structure, layout of laboratory and workplace
- business goals, expected performance outcomes and key indicators
- operating budgets, available resources and plans for work area
- key principles of performance management systems
- workplace/statutory policies and procedures relating to access and equity, relevant sections of industrial awards and workplace bargaining agreements
- key principles of team dynamics, leadership and management
- interpersonal/communication strategies for a diverse workforce
- conflict resolution strategies and processes
- work health and safety (WHS) and environment requirements.

Assessment Conditions

- Judgement of competence must be based on holistic assessment of the evidence. Assessment methods must confirm consistency of performance over time, rather than a single assessment event to enable the candidate to initiate and implement improvements.
- This unit of competency is to be assessed in the workplace or a simulated workplace environment. A simulated workplace environment must reflect realistic operational workplace conditions that cover all aspects of workplace performance, including the environment, task skills, task management skills, contingency management skills and job role environment skills.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.
- Knowledge evidence may be collected concurrently with performance evidence or through an independent process, such as workbooks, written assessments or interviews (provided a record is kept in each case).
- This unit of competency may be assessed with:
 - MSL916003 Supervise laboratory operations in work or functional area.
- Holistic assessment methods include:
 - review of the candidate's records of individual and team outputs and performance
 - feedback from team members about the effectiveness of team planning, performance management processes and professional development opportunities
 - feedback from senior managers about performance of the candidate's team
 - feedback from customers serviced by the candidate's team
 - observation of the candidate during team meetings and contact with individual team members
 - interview questions with the candidate to assess required knowledge of team dynamics, leadership and management.
- Access is required to instruments, equipment, materials, workplace documentation, procedures and specifications associated with this unit, including, but not limited to:
 - relevant WHS, equal opportunity, licensing, and registration policies and procedures
 - workplace procedures and standard operating procedures (SOPs)
 - industrial awards and workplace agreements.
- Assessors must satisfy the assessor competency requirements that are in place at the time of the assessment as set by the VET regulator.
- The assessor must demonstrate both technical competency and currency.
- Technical competence can be demonstrated through:
 - relevant VET or other qualification/Statement of Attainment AND/OR
 - relevant workplace experience.
- Currency can be demonstrated through:
 - performing the competency being assessed as part of current employment OR
 - having consulted with a laboratory about performing the competency being assessed within the last twelve months.

Links

MSA Training Package Implementation Guides - <http://mskills.org.au/training-packages/info/>