



Australian Government

RIIBEF403 Collaborate to achieve quality outcomes

Release: 1

RIIBEF403 Collaborate to achieve quality outcomes

Modification History

Release 1	This version first released with RII Resources and Infrastructure Industry Training Package Version 9.0. Newly created unit.
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Application

This unit describes the skills and knowledge required to influence quality outcomes. It includes building productive working relationships, influencing diverse teams, influencing quality outcomes, and facilitating change.

The unit applies to those who work with and through remote work colleagues, collaborating to achieve shared goals in a dynamic, high pressure, high consequence environment.

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

Unit Sector

Coal mining

Metalliferous mining

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element
1. Build productive working relationships	1.1 Listen, consult and share information to work collaboratively 1.2 Act in accordance with organisational policies and values to exhibit professional workplace behaviour 1.3 Provide feedback to work colleagues that facilitates understanding of the impact their personal behaviours have on others 1.4 Resolve conflict through negotiation and collaboration in accordance with organisational policies
2. Influence diverse work teams	2.1 Engage others to commit to shared goals that enable the team to meet its performance outcomes 2.2 Confirm team members share a common understanding of their operational roles and responsibilities as well as the impact of the

ELEMENT	PERFORMANCE CRITERIA
	quality of their work on others 2.3 Collaborate with and mentor site-based personnel and support them to achieve their individual performance outcomes 2.4 Use diversity of the workforce and their different roles, opinions, experience, backgrounds, and ways of approaching issues to enhance decision making
3. Influence quality outcomes	3.1 Coordinate tasks and projects to meet planning priorities 3.2 Provide technical and people leadership to support fault finding and problem solving 3.3 Consult with team members to identify real and potential barriers and practical solutions to achieving quality outcomes 3.4 Implement escalation process to deal with issues outside designated scope of own responsibility
4. Facilitate change	4.1 Issue clear instructions and information regarding actions required to deal with changed conditions 4.2 Ask clarifying questions to challenge and confirm understanding 4.3 Prioritise safety and quality when determining responses to changed conditions and enabling targets to be met 4.4 Act professionally and respectfully in accordance with organisational values 4.5 Review outcomes against targets and collaborate with others to identify and implement ongoing improvements

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=88a61002-9a21-4386-aaf8-69c76e675272>

Assessment Requirements for RIIBEF403 Collaborate to achieve quality outcomes

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- achieve quality outcomes on at least 2 occasions through collaboration, encouraging productive workplace relationships and facilitating required change.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- organisational policies, values, standards, and objectives relating to own role
- practices that:
 - build productive working relationships
 - effect positive change and improve practices
 - use the diversity within teams to maximum advantage
- emotional intelligence principles, strategies and processes for managing emotions and behaviours in the workplace
- effective techniques to resolve conflict between work team members and colleagues
- organisational escalation processes for resolving issues that prevent quality outcomes
- operational roles and responsibilities of work team members and colleagues
- psychology of groups, including group dynamics and different personality traits.

Assessment Conditions

Mandatory conditions for assessment of this unit are stipulated below. The assessment must:

- include access to:
 - personal protective equipment
 - policies, procedures, and protocols relating to effective and collaborative working relationships
 - communications technology

- be conducted in a safe environment; and,
- be assessed in the context of this sector's work environment; and,
- be assessed in compliance with legislative and regulatory requirements and using policies, procedures and processes directly related to the industry sector for which the unit is being assessed; and,
- confirm consistent performance can be applied in a range of relevant workplace circumstances.

Where personal safety or environmental damage are limiting factors, assessment may occur in a simulated work environment* provided it is realistic and sufficiently rigorous to cover all aspects of this sector's workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills.

Assessor requirements

Assessors must be able to clearly demonstrate current and relevant industry knowledge and experience to satisfy the mandatory regulatory standards as set out in the Standards for Registered Training Organisations 2015/Australian Quality Training Framework mandatory requirements for assessors current at the time of assessment and any relevant licensing and certification requirements.

This includes:

- the minimum years of current** work experience after competency has been obtained as specified below in an industry sector relevant to the outcomes of the unit.

It is also acceptable for the appropriately qualified assessor to work with an industry expert to conduct assessment together and for the industry expert to be involved in the assessment judgement. The industry expert must have current industry skills directly relevant to the training and assessment being provided. This means the industry subject matter expert must demonstrate skills and knowledge from the minimum years of current work experience after competency has been obtained as specified below, including time spent in roles related to the unit being assessed:

Industry sector/Unit sector	AQF indicator level	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Infrastructure***	1	1 year
	2	2 years
Drilling, Coal Mining, Extractive (Quarrying), Metalliferous Mining and Civil Infrastructure***	3-6	3 years
Units coded 'RIIARO' (Autonomous and Remote Operations)	Given that this is an emerging industry area, assessors are required to demonstrate vocational	

Industry sector/Unit sector	AQF indicator level	Required assessor or industry subject matter expert experience
		competencies at least to the level being assessed, and current industry skills directly relevant to the assessment being provided.
Other sectors		Where this unit is being assessed outside of the resources and infrastructure sectors assessor and/or industry subject matter expert experience should be in line with industry standards for the sector in which it is being assessed and where no industry standard is specified should comply with any relevant regulation.

*Guidance on simulated environments has been stipulated in the Companion Volume Implementation Guide located on VETNet.

**Assessors can demonstrate current work experience through employment within industry in a role relevant to the outcomes of the unit; or, for external assessors this can be demonstrated through exposure to industry by conducting a minimum number of site assessments as determined by the relevant industry sector, across various locations.

***Excluding units coded 'RIIARO' (Autonomous and Remote Operations).

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