



Australian Government

RIILAT402D Provide leadership in the supervision of diverse work teams

Release: 1

RIILAT402D Provide leadership in the supervision of diverse work teams

Modification History

Release	Comment
1	This is the first release of this unit.

Application

This unit describes a participant's skills and knowledge required for providing leadership in the supervision of diverse work teams in the Resources and Infrastructure Industries.

This unit is appropriate for those working in supervisory roles.

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

Elements and Performance Criteria

1. Identify the support requirements for diverse work teams	1.1 Determine the scope and boundaries of the supervisory role in line with organisation policies, procedures and objectives in the employment and supervision of diverse work teams 1.2 Identify the strengths and support requirements of diverse work teams 1.3 Establish realistic expectations and conditions with stakeholders through negotiation 1.4 Discuss the benefits of mentoring with stakeholders and establish agreement on relationships and conditions 1.5 Identify and explore cultural factors, obligations and potential conflict using appropriate networks to effectively support and lead work group 1.6 Apply a framework for performance expectations consistent with the organisation's objectives, values and practices 1.7 Aim for diversity in selecting and recruiting staff
2. Facilitate support for diverse work teams	2.1 Use a range of strategies to support, report on and promote the development of diverse team members in the work role and environment 2.2 Develop work practices that acknowledge diversity, identify unconscious bias and encourage team members to develop empathy,

	respect, and collaboration 2.3 Provide encouragement and advice to support decision making which is consistent with personal and workplace goals and career development 2.4 Use appropriate networks to provide assistance to team members 2.5 Provide information, guidance and constructive feedback incorporating reflective practice to enhance engagement in the workplace 2.6 Address cultural differences, and personal and workplace barriers consistent with maintaining positive support and relationships
3. Monitor individual and team performance and relationships	3.1 Provide planning guidance and support in a form and style to suit team member and workplace requirements 3.2 Provide regular and consistent feedback on progress towards achieving agreed expectations and personal and workplace goals 3.3 Recognise and negotiate changes in behaviour, expectations and outcomes with appropriate stakeholders 3.4 Recognise potential and experienced tension and conflict and seek advice and support to provide resolutions 3.5 Consult with team, other supervisors, mentors, and management to ensure corporate, workplace, team and individual goals are achieved 3.6 Address allegations of harassment, discrimination, bullying and complaints according to established organisational procedures
4. Contribute to the effectiveness of support strategies for diverse team members	4.1 Identify the benefits of a diverse work team and promote diversity within the workplace 4.2 Contribute to the identification of practices and approaches that achieve individual and organisational diversity objectives 4.3 Share ideas and suggestions on the challenges and barriers for supporting diverse work teams and improving individual and organisational outcomes

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit. Further information is available in the Resources and Infrastructure Industry Training Package Companion Volume.

Unit Mapping Information

Code and title Current version	Code and title Previous version	Comments	Equivalence status
RIILAT402D Provide leadership in the supervision of diverse work teams	This is the first release of this unit	Release 1	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for RIILAT402D Provide leadership in the supervision of diverse work teams

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Performance Evidence

Evidence is required to be collected that demonstrates a candidate's competency in this unit. Evidence must be relevant to the roles within this sector's work operations and satisfy all of the requirements of the performance criteria of this unit and include evidence that the candidate:

- locates and applies relevant legislation, documentation, policies and procedures
- works effectively with others to lead in the supervision of diverse work teams including:
 - using a range of communication techniques and tools/equipment to convey information to others
 - maintaining written and verbal reporting requirements
 - organising work activities to meet all task requirements
 - communicating clearly and concisely with others to receive and clarify work instructions
 - communicating clearly and concisely with others to identify and resolve conflict
 - consulting with stakeholders
- demonstrates completion of providing leadership in the supervision of diverse work teams that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
 - preparing personal development plans in partnership with diverse team members that reflect both individual and organisational goals and performance outcomes
 - monitoring and reviewing the performance and development of diverse team members through performance feedback and addressing barriers to progress
 - identifying and promoting to diverse needs, obligations, and benefits
 - addressing potential and experienced conflict in the workplace
 - identifying community networks, and liaise with relevant workplace networks to provide support and resources for diverse teams
 - reporting and making recommendations for effective support and outcomes for diverse work teams
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Knowledge Evidence

The candidate must demonstrate knowledge of the following when providing leadership in the supervision of diverse work teams including:

- legislative, organisation and site policies and procedures
- historic and contemporary local diverse issues
- the cultural climate and politics of individuals and teams
- concepts of cultural identity
- the impact of colonisation
- cultural values
- key stakeholders and agents in the organisation, the community and diverse networks
- language in cross-cultural communication
- issues of power and influence in cultural differences
- customs, language and environment of the dominant and traditional cultures
- conditions and requirements of employment contracts and agreements
- mentoring methods and strategies
- acceptable behaviour in supervision including ethical practices, code of conduct, boundaries and confidentiality
- strategies and options for skills, learning support and career development
- team relationships and dynamics
- work health and safety issues related to supervision
- benefits of diverse work teams

Assessment Conditions

- Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors; and industry regulations for certification and licensing; and,
- this unit is best assessed in the context of this sector's work environment;
- where personal safety or environmental damage are limiting factors, assessment may occur in a simulated 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; and,
- this unit must be assessed in compliance with relevant legislation/regulation and using policies, procedures, processes and operational manuals directly related to the industry sector for which it is being assessed; and,
- assessment may be conducted in conjunction with the assessment of other units of competency; and,
- assessment must confirm consistent performance can be applied in a range of relevant workplace circumstances; and,
- assessors must demonstrate the performance evidence, and knowledge evidence as outlined in this unit of competency, and through the minimum years of current* work experience specified below in an industry sector relevant to the outcomes of the unit; or,

- where the assessor does not meet experience requirements a co-assessment or partnership arrangement must exist between the qualified assessor and an industry subject matter expert. The industry subject matter expert should hold the unit being assessed (or an equivalent unit) and/or demonstrate equivalence of skills and knowledge at the unit level. An industry technical expert must also demonstrate skills and knowledge from the minimum years of current work experience specified below in the industry sector, including time spent in roles related to the unit being assessed; and,
- assessor and industry subject matter expert requirements differ depending on the Australian Qualifications Framework Level (AQF) of the qualification being assessed and/or industry sector as follows:

Industry sector	AQF** Level	Required assessor or industry subject matter expert experience
Drilling, Metalliferous Mining, Coal Mining, Extractive (Quarrying) and Civil Construction	1	1 Year
	2	2 Years
Drilling, Coal Mining and Extractive (Quarrying)	3-6	3 Years
Metalliferous Mining and Civil Construction	3-6	5 Years
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.	

*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 frequent site assessments across various locations.

**Where a unit is being delivered outside of a qualification the first numeric character in the unit code should be considered to indicate the AQF level.

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