



Australian Government

RIILAT601D Manage group processes

Release: 2

RIILAT601D Manage group processes

Modification History

Release	Comment
1	This unit replaces RIILAT601A Manage group processes
2	Required frequency and volume of evidence amended in Performance evidence. Substantial amendments made in Assessment Conditions field, including: references to Industry Sectors, assessor and subject matter expert experience requirements, how assessment should be conducted and what it should confirm.

Application

This unit describes a participant's skills and knowledge required to manage group processes in the Resources and Infrastructure Industries.

This unit is appropriate for those working in a management role.

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

Elements and Performance Criteria

1 Develop working relationship frameworks and processes	1.1 Access, interpret and apply documentation that supports managing groups and ensure the work activity is compliant 1.2 Analyse the organisational culture, worksite culture, work environment and develop an appropriate management style 1.3 Conduct consultation and negotiation about proposed activities at appropriate times and in a manner which encourages open, frank discussion 1.4 Identify and analyse the benefits that can be achieved from the diversity of individuals to enhance workplace harmony 1.5 Establish processes designed that ensures others participation in decision making 1.6 Provide clear and concise timely information about organisational plans and activities, emerging threats and opportunities at a level and pace appropriate to the individuals concerned 1.7 Establish and develop processes and rules to ensure that others are treated with respect 1.8 Honour commitments and undertakings entered into with
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	others 1.9 Provide others with sufficient support to achieve work objectives 1.10 Discuss evaluation of work and workplace behaviour directly with the individual concerned and maintain the confidentiality of the feedback given 1.11 Provide verbal and written reports on activities, progress, results and achievements in a timely and accurate manner 1.12 Ensure that proposals for action are clear and realistic 1.13 Take constructive steps to resolve disagreements and maintain good working relationships to ensure work objectives are met and workplace harmony maintained
2 Negotiate work plans with teams and individuals to achieve objectives	2.1 Plan work targets from organisational and worksite goals 2.2 Plan work methods to maximise the use of available resources 2.3 Assess the degree of direction required by individuals and use to best effect in overall work planning 2.4 Agree to realistic work targets with individuals and teams to optimise the use of resources and existing skills 2.5 Design work targets and methods to ensure that objectives are achieved 2.6 Clearly define and record in writing team and individual responsibilities and limits of authority 2.7 Ensure that allocated work activities provide individuals with suitable learning opportunities
3 Manage inter-group and intra-group processes	3.1 Promote clear and relevant work values indicating the limits of acceptable practice 3.2 Promptly identify potential and actual conflicts between personnel and take actions to deal with them as soon as is practicable 3.3 Address problems and conflicts adequately to achieve timely resolution 3.4 Handle differences of opinion in ways that minimise offence and conflict to ensure respect is maintained 3.5 Implement performance management strategies 3.6 Maintain written records of conflict, consultation process and strategies used to resolve conflict

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

RIILAT601A Manage group processes

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 RIILAT601D Manage group processes

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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
- demonstrates completion of managing group processes that safely, effectively and efficiently meets all of the required outcomes on more than one (1) occasion including:
 - establish processes that encourage participation and diversity of group activity
 - planning work targets and work plans that meet the objectives in consultation with others
 - adopting communication styles appropriate to listeners and situations, including selecting an appropriate time and place
 - providing consistent management and demonstration of appropriate participation of group processes
 - encouraging participation and decision making of all group members
 - keeping others informed about plans and progress
 - making time available to support groups and individuals
 - showing sensitivity to the needs and feelings of others
 - actively listens to feedback and responds respectfully
 - providing feedback designed to improve people's future performance
 - setting clear objectives and create cultures which are ethical
 - clearly identifies and raises ethical concerns in the group
 - working toward the resolution of ethical dilemmas based on reasoned approaches
 - exploring options and makes decisions which are realistic for the situation
 - identifying issues and possible issues that stimulate emotional conflict

- focussing on facts, problems and solutions when handling an emotional or conflict situation
- documenting consistent or significant situations, consultation processes and the steps used to resolve conflict

Knowledge Evidence

The candidate must demonstrate knowledge of managing group processes through:

- relevant industrial awards/enterprise agreements
- advanced negotiation techniques
- human resource management
- strategic planning
- organisational change and development
- standards for statutory and site rules, policies, procedures and regulations
- assertive techniques
- action planning methods

Assessment Conditions

- An assessor of this unit must satisfy the requirements of the NVR/AQTF or their successors; 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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