



Australian Government

Department of Education, Employment and Workplace Relations

RTD4805A Facilitate ongoing group development

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of supporting a community group in its ongoing management and resolution of issues. It requires the ability to maintain contact and provide fresh input into group activities, establish a network of contacts, and facilitate resolution of group operating difficulties. Facilitating ongoing group development requires knowledge of group development and facilitation techniques, legislative requirements for group operations, programs and projects, committee and group procedures, and community and sector cultures and perspectives.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Maintain contact on group activities	1.1 Contact is maintained with group leaders/officers on current and proposed group activities and projects. 1.2 Advice on group operation and opportunities is provided when sought by leaders/officers. 1.3 Role of facilitator/coordinator in group operations is clearly defined with the management committee to avoid misunderstanding.
2 Provide fresh input into group	2.1 Relevant new initiatives and ideas from other groups and program areas are identified for input into/suggestion to the group. 2.2 New initiatives and ideas are systematically sought from appropriate sources. 2.3 Any suggestions are developed before submission to include local group and program context.
3 Maintain network of contacts	3.1 Contacts with members of the group and community are maintained to provide interchange of ideas and information.
4 Facilitate resolution of group operating difficulties	4.1 Group issues with potential to hinder group operations are identified before damage has occurred. 4.2 External threats are assessed to facilitate negotiation of solutions between the group and external parties. 4.3 Internal operating difficulties are resolved where possible through facilitation and use of relevant expert advice. 4.4 Groups requiring major restructuring are identified to implement change management processes.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in facilitating ongoing group development requires evidence that a range of facilitation techniques have been appropriately used in supporting group development, according to community and agency guidelines and best practice procedures. The skills and knowledge required to facilitate ongoing group development must be **transferable** to a range of work environments and contexts. For example, this could include different groups, facilitation techniques and community perspectives.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below:

Group development and facilitation techniques.

Basic financial statements and procedures.

Program guidelines.

General understanding of natural resource management, sciences and technologies associated with program.

Legislative requirements for group operations, programs and projects.

SWOT analyses.

Risk analysis.

Committee and group procedures.

Legislative requirements associated with operation of incorporated groups.

Community and sector cultures and perspectives.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some complementary skills are required. These skills include the ability to:

Develop network of contacts in groups and communities.

Resolve conflict.

Negotiate within the group.

Negotiate on behalf of the group.

Implement change management processes.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

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| 1. How can communication of ideas and information (3) be applied? | By discussing ongoing group development at meetings, or formally in writing with clients and stakeholders. |
| 2. How can information be collected, analysed and organised (3) ? | Facilitating ongoing group development will require detailed information to be collected, analysed, and organised by research and consultation. |
| 3. How are activities planned and organised (3) ? | Facilitating ongoing group development requires extensive planning and organising of group processes. |
| 4. How can team work (3) be applied? | Facilitating ongoing group development will require development and management of work teams to achieve outcomes. |
| 5. How can the use of mathematical ideas and techniques (1) be applied? | Basic mathematical techniques could be applied. |
| 6. How can problem-solving skills (3) be applied? | While facilitating ongoing group development, technical, organisational and cultural problems may arise requiring complex solutions. |
| 7. How can the use of technology (2) be applied? | Information presentation technology may be required. |

Are there other competency standards that could be assessed with this one?

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function.

For information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, refer to the Assessment Guidelines for this Training Package.

Range Statement

Range of Variables

The Range of Variables defines the different contexts, work environments and parameters governing the performance of this competency standard. The variables chosen in training and assessment will need to reflect local industry and regional contexts

In this standard, what sorts of contact are relevant?	Personal visits to group and committee meetings, individual discussions in person and by telephone, letters, newsletters and e-mail.
Who could be the group leaders/officers in this unit?	Formal office bearers, project leaders and informal leaders.
What are the projects that might be included?	Discrete series of actions leading to defined outcome(s) which are eligible for funding under a relevant program, or for which private funding may be sourced.
For which projects might advice on group operation and opportunities be required?	Activities, operations including finances, program information, potential for projects, conferences and training opportunities.
What are new initiatives and ideas ?	Program developments, technology developments, innovative solutions including activities of other groups, and ideas of individuals.
What could be included in the program ?	Commonwealth Government community programs under the Natural Heritage Trust, Rural Industry Programs, Business Programs and State Government community programs related to the environment.
What could be included in contacts with members of the group and community ?	Group members and wider network in community, visits to farms and homes, written letters and newsletters, informal meetings and telephone calls.
What are some of the group issues relevant to this standard?	External threats, internal operating difficulties, tension between individuals and sections of group or with other groups in community and program, project difficulties, contentious issues, assertive personalities, minority interests and conflicts of interest, and loss of clear direction for the group.
What sorts of external threats may be	Changes and scale-down of programs,

encountered?	changes in community attitudes, poor image of the group in community and risks from activities.
What could be included in internal operating difficulties ?	Financial, planning and organising activities, interpersonal conflict, segmentation of group, minority interests and conflicts of interest.
What forms of facilitation may be included?	Development of relationships with committee and individual members, negotiation, facilitation of meetings, provision of information, situation analysis, and clear problem solving approaches.
When might expert advice be relevant?	In the areas of financial, program, group facilitation and technical.
How could change management processes be achieved?	Group members to identify extent of difficulties and options, assist group members manage change, work with other agency personnel to facilitate change, and implement suitable change management processes.
What levels of literacy are included?	Preparation of letters, newsletters, preparation of advice and answers to questions, review and identification of relevant written materials, and understand financial documents.
What forms of communication may be relevant?	Informal discussions to achieve objectives, networking, participation in committee and general meetings, conflict resolution and group facilitation, and development activities.

For more information on contexts, environment and variables for training and assessment refer to the Sector Booklet.

Unit Sector(s)

Not applicable.