



Australian Government

SIRXCOM002 Work effectively in a team

Release: 1

SIRXCOM002 Work effectively in a team

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Communication and Teamwork

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Communicate with team members.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Communicate effectively with team members giving consideration to cultural and other differences.
- 1.2. Check understanding of work requirements and seek clarification to prevent misunderstandings as required.
- 1.3. Display respect to team members and adherence to workplace expectations when interacting with others.
- 1.4. Maintain open communication with team members to ensure transfer of information.

- 1.5. Share information and ideas with team members to enhance work outcomes.
2. Actively participate in retail teams.
 - 2.1. Identify individual tasks for completion and responsibilities for contributing to the achievement of team goals.
 - 2.2. Carry out tasks and responsibilities to achieve workplace goals and organisational expectations.
 - 2.3. Work cooperatively with team members to maximise efficiency and quality of daily work outcomes.
 - 2.4. Seek, acknowledge and act upon constructive feedback from others.
 - 2.5. Participate in team problem-solving to improve team outcomes.
 - 2.6. Interact with team members to foster a positive team and work environment reflective of the organisational culture.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Oral communication skills to:	• use open questions and paraphrasing to confirm correct understanding of work requirements • use gestures or simple words to communicate where language or communication barriers exist.
Self-management skills to:	• recognise when assistance is required of self or others and engage the appropriate support.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXCOM002 Work effectively in a team

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- actively participate in three different workplace activities individually or cumulatively demonstrating:
 - effective communication with team members
 - consultation with others to determine team goals and individual responsibilities
 - contribution to achievement of team outcomes
 - following direction from others
 - working with others to resolve one basic team problems.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- conventions and use of a range of communication methods:
 - verbal communication
 - non-verbal communication
- communication techniques and use in a team context:
 - open and closed questioning
 - paraphrasing
 - effective listening
 - voice tonality and volume
- effective communication techniques with team members of diverse backgrounds:
 - cultural diversity
 - special needs
- teamwork principles and the role of teamwork in the achievement of workplace goals
- role of feedback in the achievement of team goals
- problem-solving strategies for use in the achievement of team goals
- techniques for supporting team members in the achievement of workplace outcomes
- organisational policies and procedures for:
 - team interactions
- industry standards and expectations relevant to:

- teamwork attitudes
- teamwork ethics.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- organisational policies and procedures for team interactions
- workplace tasks for completion
- team members; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment
- assessment activities that allow the individual to work with commercial speed, timing and productivity.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>