



Australian Government

SIRXMGT002 Lead a frontline team

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to lead and manage a frontline team by delegating work, monitoring performance and taking action to improve standards of performance.

It applies to individuals working in frontline management roles in a diverse range of industry sectors and business contexts. They operate independently with some responsibility for others and decision making, 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

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Lead the team.

2. Delegate work.

PERFORMANCE CRITERIA

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

- 1.1. Lead by example demonstrating high standards of personal performance and behaviours reflective of organisational values.
- 1.2. Promote an environment in which team members are motivated to achieve high standards of performance.
- 1.3. Communicate openly and honestly with team members to create a positive team culture.
- 1.4. Consult with team members when making decisions that impact them.

2.1. Delegate tasks and responsibilities to team members, clearly

- defining team and individual responsibilities and limits of responsibilities.
- 2.2.Consult with and inform team members about expected standards of performance using appropriate communication methods.
3. Monitor performance standards.
- 3.1.Provide team members with feedback on their performance against expected standards.
- 3.2.Recognise coaching needs and provide on the job coaching to team members for improved performance.
- 3.3.Determine factors contributing to poor performance and implement solutions for improved performance.
- 3.4.Address ongoing poor performance according to organisational procedures.
- 3.5.Encourage team members to offer ideas, views or suggestions for improved operation.
4. Take action on performance issues.
- 4.1.Deal with team and individual workplace issues fairly, openly and promptly according to organisational policies and procedures.
- 4.2.Manage difficult conversations with team members and reach timely solutions.
- 4.3.Complete accurate and neutral reporting on team member performance where performance issues exist.

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
Planning and organising skills to:	address poor performance in timely and sensitive manner to limit repeat or escalation of poor performance.

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 SIRXMGT002 Lead a frontline 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:

- lead and manage a work team, across the duration of two different work shifts, by:
 - delegating workplace tasks and responsibilities to a team
 - evaluating team performance
 - coaching for improvement in performance on two occasions
 - implementing a strategy for improve team performance
- follow organisational policies and procedures to effectively manage the following difficult situations:
 - consistent poor performance
 - workplace conflict.

Knowledge Evidence

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

- organisational policies and procedures for:
 - monitoring standards of performance
 - addressing poor performance
 - dealing with workplace conflict
- role and importance of monitoring team members performance and providing feedback
- role of leadership in managing frontline teams
- strategies for:
 - identifying causes of poor performance
 - improving team performance outcomes
- organisational standards of performance
- principles and techniques in interpersonal communication skills:
 - conflict resolution
 - team building
 - delegation
- key principles of coaching and how they are used to assist others in completion of job tasks:

- explanation
- questioning
- listening to trainee
- observing and evaluating trainee competency
- providing feedback.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
 - organisational policies and procedures for:
 - standards of performance
 - addressing poor performance
 - dealing with workplace conflict
 - organisational standards of performance
- 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.

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

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