



Australian Government

SISXMGT004 Coordinate work teams

Release: 1

SISXMG004 Coordinate work teams

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate work teams. It requires the ability to organise and monitor staffing levels, inform team members of expected standards of work, motivate teams and maintain staffing records. Team members may be paid employees or volunteers.

This unit applies to any type of sport, fitness, aquatic or recreation organisation including commercial, not-for-profit, community and government organisations. It applies to senior personnel, including supervisors and managers, who operate independently or with limited guidance from others.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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. Determine staffing levels.

PERFORMANCE CRITERIA

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

- 1.1. Set staffing levels within budget to maximise operational and customer service efficiency.
- 1.2. Roster teams with the most effective skills mix to meet anticipated demand and type of work.
- 1.3. Develop rosters according to relevant industrial

- arrangements and within wage budget.
- 1.4. Communicate rosters to team members in clear formats within organisational timeframes.
 - 1.5. Monitor and adjust staffing levels in response to staffing availability.
 - 1.6. Maintain accurate and current records of staffing.
2. Communicate team and organisational expectations.
 - 2.1. Clearly communicate roles, tasks and responsibilities and advise individual and team accountability.
 - 2.2. Provide staff induction on required organisational procedures and standards of work.
 - 2.3. Conduct staff meetings or briefings to communicate delivery and service requirements.
 - 2.4. Encourage individuals to contribute to discussion and planning of team or group objectives and goals.
 3. Monitor individual and team performance.
 - 3.1. Review and update individual and team objectives and goals regularly in consultation with relevant personnel.
 - 3.2. Evaluate individual and team performance against allocated responsibilities and performance standards.
 - 3.3. Provide feedback to individuals and teams in a constructive and supportive manner and record outcomes.
 - 3.4. Encourage and guide individuals and teams to evaluate own performance and identify areas for improvement.
 4. Motivate the team.
 - 4.1. Identify strengths and weaknesses of team against current and anticipated work requirements.
 - 4.2. Encourage participation in discussions and planning of team objectives and goals.
 - 4.3. Support positive and constructive relationships with and between team members.
 - 4.4. Act as positive role model through high standards of personal performance and ongoing development of own competencies.

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

Reading skills to:

DESCRIPTION

- interpret detailed familiar organisational policies and procedures
- interpret complex provisions of industrial awards and

- agreements.
- Numeracy skills to:
- interpret business data, organisational budgets and estimate staffing costs.
- Technology skills to:
- use computers and software programs to maintain records of staffing and meetings.

Unit Mapping Information

Supersedes and is not equivalent to SISXIND005 Coordinate work teams or groups.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>

Assessment Requirements for SISXMG004 Coordinate work teams

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:

- analyse business data to forecast staffing requirements for two of the following sport, fitness, aquatic or recreation activities:
 - general business activities for the forthcoming month
 - a special event
 - a promotional activity
 - competition schedules
 - bespoke program designed for a client
- develop rosters to meet the above staffing requirements
- adjust roster on two different occasions where requirements change
- provide staff induction for one team member
- conduct one team meeting to evaluate team performance and discuss revised objectives
- provide feedback and document outcomes for two team members.

Knowledge Evidence

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

- sources of information on industrial awards for the sector and specific enterprise agreements for the organisation
- the key provisions of applicable industrial awards and enterprise agreements for sport, fitness, aquatic or recreation organisations:
 - minimum and maximum hours of work
 - meals and other breaks
 - mandated breaks between shifts
 - employment classification and remuneration
 - standard, overtime and penalty rates
- types of business data for forecasting required staffing levels
- types of teams operating in a sport, fitness, aquatic or recreation environment and common roles, boundaries and responsibilities
- organisational policies and procedures for:
 - induction

- maintaining staff records
- performance appraisal methods and techniques
- technologies and formats used for rosters and methods for communicating
- techniques for forming and motivating teams to achieve shared goals.

Assessment Conditions

Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:

- a workplace, or
- a simulated environment set up for the purposes of skills assessment.

Assessment must ensure use of:

- interaction with team members; these can be:
 - team members in an industry workplace, or
 - individuals who participate in simulated activities used for the purpose of skills assessment
- business data for forecasting required staffing levels
- rostering and recording systems
- induction information and resources
- sport, fitness, aquatic or recreation industry industrial awards and enterprise agreements
- organisational policies and procedures for induction and maintaining staff records.

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=1ca50016-24d2-4161-a044-d3faa200268b>