



Australian Government

Assessment Requirements for SITXHRM003 Lead and manage people

Release: 1

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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:

- monitor individual or team performance demonstrating at least four of the following leadership and management roles:
 - decision making
 - delegation of tasks
 - information provision
 - provision of feedback
 - motivation through recognition and rewards
 - planning and organising
- seek and respond to feedback from team members during the above service periods, in line with organisational goals and policies in the following areas:
 - allocation or performance of work
 - effectiveness of communication within team, between other teams or within organisation
 - efficiency or deficiency in workplace practices.

Knowledge Evidence

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

- roles of and functions performed by supervisors and managers:
 - decision making
 - delegating tasks
 - monitoring staff
 - planning and organising
 - providing information:
 - organisation performance
 - changes in organisational policies
 - marketing information and targets
 - overall organisational objectives
 - plans for new equipment

- rationale for management decisions
 - technology updates
 - training developments
- expectations, roles and responsibilities of team members:
 - adhering to policies and procedures
 - cooperative and open communication
 - nature and scope of work
 - relationships with others in the workplace and interdependent areas of activity
 - reporting requirements
- considerations in the individual development of staff:
 - change in job responsibilities
 - external training and professional development
 - formal promotion
 - internal training and professional development
 - opportunity for greater autonomy or responsibility
- features of different leadership styles
- features of open and supportive communication
- characteristics of effective leadership
- principles of teamwork and:
 - characteristics of effective teams
 - roles and attributes of team members
 - organisation of teams
 - potential team problems
 - benefits of effective teamwork
- role and theories of motivation as they apply to the management of individuals and teams
- the role of group dynamics in successful team management
- forms of recognition and reward applicable to leading staff:
 - acknowledging individual good performance to the whole team
 - incentive initiatives
 - informal acknowledgement
 - presenting awards
 - written reports to management
- types of organisational plans and planning processes.

Assessment Conditions

Skills must be demonstrated in an operational tourism, travel, hospitality or events business operation or activity for which a team is managed. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- a team whose overall performance is the responsibility of the individual; this can be:
 - those in an industry workplace who are assisted by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

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=68c40a93-e51d-4e0f-bc06-899dff092694>