



Australian Government

Assessment Requirements for SITXMGTT001 Monitor work operations

Release: 1

Assessment Requirements for SITXMGT001 Monitor work operations

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:

- plan and organise workflow for a team operation or activity that takes into account at least six of the following contingencies:
 - delays and time difficulties
 - difficult customer service situations
 - equipment breakdown or technical failure
 - financial resources
 - staffing levels and skill profiles
 - rostering requirements
 - staff performance
 - procedural requirements
 - product development and marketing
- monitor and respond to team-based operational and service issues during the above operation or activity
- complete each of the following organisational records for the above operation or activity:
 - performance reports
 - staff records.

Knowledge Evidence

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

- work organisation and planning methods appropriate to the industry sector
- leadership and management roles and responsibilities in the relevant industry sector
- operational functions in the relevant industry sector
- procedures and systems to support work operations:
 - administration
 - health and safety
 - human resources
 - service standards
 - technology

- work practices
- concepts of quality assurance and how it is managed and implemented in the workplace
- sustainability considerations for frontline operational management:
 - relationship between operational efficiency and financial sustainability
 - ways of minimising waste in the relevant work context
 - social responsibilities of the operation
- time management principles and their application to leaders and managers for planning own work and the work of others
- principles of effective delegation and delegation techniques in a frontline management context:
 - clear communication of what is required
 - gaining commitment
 - no undue interference
 - regular reporting
 - selecting the right person
- problem-solving and decision making processes and techniques and their application to typical workplace issues
- industrial or legislative issues that affect short-term work organisation appropriate to the industry sector:
 - relationship of relevant industrial awards to hours and conditions of work
 - ensuring systems and procedures meet work health and safety requirements.

Assessment Conditions

Skills must be demonstrated in a business operation or activity in any industry where the individual can monitor work activities. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- organisational documents and templates:
 - performance reports
 - rosters
 - staff reports
- a team for whom the individual can plan and organise workflow; this can be:
 - teams 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>