



Australian Government

TLIG4006 Facilitate work teams

Release: 1

TLIG4006 Facilitate work teams

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to lead and facilitate work teams. Work involves facilitating and encouraging the work of work teams/groups, and providing leadership to others in establishing and achieving team objectives.

It includes participating and providing leadership in team planning, developing team commitment and cooperation, and managing and developing team performance.

Work is performed under minimum supervision with general guidance on progress and outcomes. It involves discretion and judgement for self and others in facilitating work teams or groups.

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

Pre-requisite Unit

Not applicable.

Competency Field

G – Teamwork

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Participate in team planning

PERFORMANCE CRITERIA

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

- 1.1 Clearly defined team goals, purpose, roles, responsibilities and accountabilities are established in consultation with team, in accordance with organisational goals and objectives
- 1.2 Team performance plan is developed in consultation with team, in accordance with organisational business plan, policies and

practices

- 1.3 Processes to monitor and adjust team performance are developed and agreed to in consultation with team, in accordance with continuous improvement policies
- 1.4 Benefits of team diversity membership are articulated by team and included in team plans

2 Develop team commitment and cooperation

- 2.1 Open communication processes are used by team to obtain and share information
- 2.2 Team is encouraged to show and exploit innovation and initiative
- 2.3 Support is provided to team to develop mutual concern and camaraderie

3 Manage and develop team performance

- 3.1 Team is supported in making decisions within agreed roles and responsibilities
- 3.2 Results achieved by team contribute positively to the organisation business plans
- 3.3 Team and individual competencies are monitored regularly to confirm that team is able to achieve goals
- 3.4 Mentoring and coaching opportunities are provided to team members to enhance personal and collective knowledge and skills
- 3.5 Delegates performance is monitored to confirm they have completed the relevant delegation/assignment

4 Encourage and facilitate the work of teams

- 4.1 Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes
- 4.2 Individuals and teams are actively encouraged to take individual and joint responsibility for actions
- 4.3 Team is supported to identify and resolve problems that impede performance

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIG4006A Facilitate work teams.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIG4006 Facilitate work teams

Modification History

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when facilitating the operation of work teams
- completing relevant documentation
- identifying improvements to services, resource allocation and use
- leading and encouraging others
- monitoring and prioritising work activities in terms of planned schedule
- negotiating and working effectively with others
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures, information and signs
- responding appropriately to cultural preferences in the workplace, including modes of behaviour and interactions with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- coaching and mentoring approaches to support team members to share knowledge and skills
- mechanisms to encourage team decision making, and to reward and support team achievement
- principles, duty of care and obligations within the chain of responsibility in the transport industry
- relevant regulatory and code requirements
- strategies to implement continuous improvement processes
- typical problems that can occur when facilitating work teams, and related appropriate

action that can be taken

- workplace policies and plans including procedures for training and assessment
- workplace protocols and procedures for facilitating work teams.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

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