

Recognition of Prior Learning (RPL) Pack

Competency Unit	BSBMGT404A Lead and facilitate offsite staff				
Unit Descriptor	This unit of competency This unit describes the performance outcomes, skills and knowledge required to supervise staff who perform agreed duties at an alternative site (usually home) during some or all of the scheduled work hours. OFF SITE WORK is a flexible employment option that meets all legal and regulatory employment requirements. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement. This unit applies to frontline managers who may be supervisors or team leaders who have responsibility for overseeing the work of off site staff. Increasingly, managers and staff are at different locations and the opportunities for face to face communication are reduced. In these cases managers must develop different techniques and approaches to ensure quality standards and work outcomes are met.				
Client Candidate Name	Third Party Employer Representative Name		RTO Assessor Name		
Signature	Signature		Signature		
Date	Date		Date		
Supplementary evidence has been provided for this unit <input type="checkbox"/>		Supervisor <input type="checkbox"/>	Client <input type="checkbox"/>	Colleague <input type="checkbox"/>	Supplementary evidence has been verified and attached for this unit <input type="checkbox"/>

Skills and Attitudes Assessment

How am I going to be assessed and what do I need to provide my assessor?	<p>This unit of competency is to be assessed in the workplace or simulated work environment. The following assessment methods are suggested:</p> <ul style="list-style-type: none"> Assessment must ensure: access to appropriate documentation and resources normally used in the workplace. A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: analysis of responses to case studies and scenarios; assessment of written reports; demonstration of techniques; direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate <p>In all cases, practical assessment should be supported by questions to assess underpinning knowledge and those aspects of competency which are difficult to assess directly. Questioning techniques should suit the language and literacy levels of the candidate.</p>	Self Evaluation Assessment 1	Third Party testimonial Assessment 2	RTO Verification Assessment 3	Notes by Assessor
		Task/s Verified by Candidate	Task/s Verified by Supervisor	Task/s Verified by Assessor	
		Yes No	Yes No	Yes No	
	communication skills to negotiate and manage conflict and to manage performance	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	computer skills to undertake online communication	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	literacy skills to interpret requirements and to document performance management outcomes	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	numeracy skills to determine time lines and milestones.....	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	strategies to facilitate work and provide support for off-site staff.....	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	methods for providing feedback and adapting the performance management system so that work outcomes are met.....	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	knowledge of legal and ethical requirements for e-work.....	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	Manages a number of different tasks within the job.....	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	Responds to problems, breakdowns, changes to routine	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
	Demonstrates a positive attitude and responsibility to work	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

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The following Elements of Competency and Performance Criteria have been assessed in line with the Required Knowledge and Skills and Attitudes outlined Yes No

<p>Facilitate off site work outcomes Clarify roles and responsibilities of off-site work supervisors with management and off-site staff Provide leadership and direction to off-site staff to foster independent self-managed work practices that address agreed outcomes in terms of quality and milestones Ensure that work objectives for off-site staff are linked to measurable targets and include agreed timeframes Use participative, transparent decision making to review work allocation responsibilities of off-site staff and related on-site staff</p>	<p>Support off site staff Provide guidance to off-site staff to establish and maintain a supportive working environment in accordance with legal and organisational requirements Assign key personnel/mentors to support off-site staff and to provide a link between off-site staff and the organisation Establish and maintain effective working relations between on-site staff and off-site staff through regular meetings and other occasions used to build organisational culture and values</p>	<p>Manage off site staff performance Plan and conduct regular meetings to determine individual progress, identify needs, clarify and solve issues, and provide networking opportunities Evaluate performance against agreed goals and targets, and address in accordance with organisational policy and practice Address problems in work performance through constructive solutions identified with off-site staff Ensure evidence relating to performance is valid, documented and evaluated to identify learning and development requirements</p>
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Feedback provided to candidate: Candidate signature:

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Assessment Outcome **Competent** **Not yet competent** **Candidate appeals the outcome** **Yes** **No** **Initials**..... **Details of appeal:**

