

Recognition of Prior Learning (RPL) Pack

Competency Unit	BSBWOR402A Promote team effectiveness			
Unit Descriptor	<i>This unit of competency This unit describes the performance outcomes, skills and knowledge required to promote teamwork. It involves developing team plans to meet expected outcomes, leading the work team, and proactively working with the management of the organisation. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</i>			
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; direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate; observation of demonstrated techniques in working with team dynamics; observation of performance in role plays; oral or written questioning to assess knowledge of principles and techniques associated with group dynamics and processes; evaluation of opportunities provided for input of team members into planning, decision making and operational aspects of work team; review of feedback provided to team members; review of teamwork plan <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
		Task/s Verified by Candidate	Task/s Verified by Supervisor	Task/s Verified by Assessor
		Yes No	Yes No	Yes No
	<i>communication skills to: boost team morale; deal with team conflict; deliver messages from management; facilitate discussion; mentor and coach ...</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	<i>leadership skills.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	<i>planning and organising skills.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	<i>ability to plan teamwork with details of how it was generated and how it will be monitored so that team goals can be met</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	<i>techniques in communicating information, dealing with team conflict and resolving issues.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	<i>knowledge of organisational goals, objectives and plans</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	<i>Manages a number of different tasks within the job.....</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	<i>Responds to problems, breakdowns, changes to routine</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	<i>Demonstrates a positive attitude and responsibility to work</i>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

RTO (Office) use only **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>Plan to achieve team outcomes <i>Identify, establish and document team purpose, roles, responsibilities, goals, plans and objectives in consultation with team members</i> <i>Support team members in meeting expected outcomes</i></p> <p>Develop team cohesion <i>Provide opportunities for input of team members into planning, decision making and operational aspects of work team</i> <i>Encourage and support team members to take responsibility for own work and to assist each other in undertaking required roles and responsibilities</i> <i>Provide feedback to team members to encourage, value and reward individual and team efforts and contributions</i> <i>Recognise and address issues, concerns and problems identified by team members or refer to relevant persons as required</i></p>	<p>Participate in and facilitate work team <i>Actively encourage team members to participate in and take responsibility for team activities and communication processes</i> <i>Give the team support to identify and resolve problems which impede its performance</i> <i>Ensure own contribution to work team serves as a role model for others and enhances the organisation's image within the work team, the organisation and with clients/customers</i></p>	<p>Liase with management <i>Maintain open communication with line manager/management at all times</i> <i>Communicate information from line manager/management to the team</i> <i>Communicate unresolved issues, concerns and problems raised by the team/team members to line manager/management and ensure follow-up action is taken</i> <i>Communicate unresolved issues, concerns and problems related to the team/team members raised by line managers/management to the team and ensure follow-up to action is taken</i></p>
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Feedback provided to candidate: Candidate signature:

RTO (Office) use only **Assessment Outcome** **Competent** **Not yet competent** **Candidate appeals the outcome** Yes No **Initials**..... *Details of appeal:*

