

**Modification history**

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 1.0.

<b>FBPPPL3001</b>	<b>Support and mentor individuals and groups</b>
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to model appropriate work practices, provide feedback to groups and individuals, and facilitate group processes.</p> <p>This unit applies to individuals who work under broad direction and take responsibility for their own work and may have some formal responsibility for managing others. This includes working in a range of known contexts and completing routine activities.</p> <p>No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	People, Planning and Logistics (PPL)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Support others in the work area	1.1 Mentor individuals to meet work requirements according to workplace procedures 1.2 Compare individual work performance against expected workplace standards 1.3 Ensure performance is monitored and appropriate action is taken according to workplace procedures 1.4 Provide feedback to individual on performance according to workplace procedures
2. Facilitate group processes	2.1 Determine purpose of group process and plan group involvement 2.2 Gather information and develop a proposed process outcome through discussions with the group 2.3 Engage the members of the group to ensure decisions are made and agreed according to workplace procedures 2.4 Record the agreed outcomes and implement process in a timely manner

<b>Foundation Skills</b>	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
<b>Skill</b>	<b>Description</b>
Writing	<ul style="list-style-type: none"> <li>Accurately records and completes organisational documents using clear language and correct spelling, grammar and terminology</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Effectively participates in verbal exchanges using collaborative and inclusive techniques, including active listening and questioning, and reading of verbal and non-verbal signals to convey and clarify information</li> </ul>
Interact with others	<ul style="list-style-type: none"> <li>Uses a range of strategies to establish a sense of connection and build rapport with co-workers</li> <li>Cooperates with others and contributes to the improvement of work practices</li> </ul>
Get the work done	<ul style="list-style-type: none"> <li>Contributes to continuous improvement of current work practices by applying basic principles of analysis</li> <li>Takes responsibility for planning, sequencing and prioritising tasks and own workload for efficiency and effective outcomes</li> <li>Addresses less predictable problems and initiates standard procedures in response, applying problem-solving processes in determining solutions</li> <li>Accepts responsibility and ownership for the task and makes decisions on completion parameters and the need for coordination with others</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
FBPPPL3001 Support and mentor individuals and groups	FDFPPL3003A Support and mentor individuals and groups	Updated to meet Standards for Training Packages Minor changes to Performance Criteria for clarity	Equivalent unit

<b>Links</b>	Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4">https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4</a>
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<b>TITLE</b>	<b>Assessment requirements for FBPPPL3001 Support and mentor individuals and groups</b>
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**Performance Evidence**

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  
 There must be evidence that the individual has supported and mentored one individual on at least one occasion and a group on at least one other occasion, including:

- modelling behaviour and performance consistent with company policy and procedures
- supporting others in their behaviour and performance
- providing feedback on performance and taking appropriate action
- planning and organising group activities to engage participation
- determining, recording and implementing clear group process outcomes.

**Knowledge Evidence**

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- company policies and procedures as they apply to the work area
- regulations and legislative requirements, including:
  - sexual discrimination
  - harassment and bullying
  - equal employment opportunity
  - anti-discrimination
  - racial vilification
  - work health and safety
  - food safety
  - environmental management
- industry awards and workplace agreements to develop an awareness of the main issues covered as they affect day-to-day work arrangements
- techniques for structuring and explaining work-related information to meet the needs of people in the work area
- interpersonal skills, including appropriate questioning, listening and feedback techniques
- workplace arrangements for training/assessment and related responsibilities
- boundaries of responsibility and related procedures for feedback, counselling and disciplinary procedures
- formal arrangements and responsibilities for consulting others relating to work role
- meeting procedures and recording requirements as relevant in the workplace
- basic group process facilitation procedures, including:
  - planning group processes
  - identifying the purpose
  - confirming the appropriate attendance
  - decision making
  - documenting basic group processes
- communications skills relevant to working with individuals and groups.

**Assessment Conditions**

Assessment of skills must take place under the following conditions:

- physical conditions:
  - a workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - systems and programs in the workplace to support development and mentoring of others
  - relevant resources to support mentoring role and responsibilities
- specifications:
  - regulatory, licensing, and legislative requirements
  - industrial awards and agreements
  - workplace policies, codes of practice and procedures
  - workplace systems and procedures for consultation, feedback, counselling and discipline

<b>Assessment Conditions</b>	
<ul style="list-style-type: none"><li>• information systems, including recording and retrieval systems</li><li>• relationships (internal and/or external):<ul style="list-style-type: none"><li>• opportunities to interact with others using typical workplace communication processes.</li></ul></li></ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
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