

Modification history

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 5.0

FBPPPL3001X	Support and mentor individuals and groups
Application	<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 have some formal responsibility for managing others.</p> <p>No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
Prerequisite Unit	Nil
Unit Sector	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 1.5 Model good behaviour and performance consistent with workplace expectations
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

Foundation Skills	
<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>	
Skill	Description
Learning	<ul style="list-style-type: none"> Contributes to continuous improvement of current work practices by analysing issues
Writing	<ul style="list-style-type: none"> Accurately records and completes organisational documents using clear language and correct spelling, grammar and terminology
Oral communication	<ul style="list-style-type: none"> 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 Uses a range of strategies to establish a sense of connection and build rapport with co-workers Effectively deals with disagreements and misunderstandings as they arise

Unit Mapping Information			
Code and title current version	Code and title previous version	Comments	Equivalence status
FBPPPL3001X Support and mentor individuals and groups	FBPPPL3001 Support and mentor individuals and groups	Performance Criteria added Foundation skills refined Performance Evidence clarified Minor changes to Knowledge Evidence and Assessment Conditions	Equivalent unit

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4
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TITLE	Assessment requirements for FBPPPL3001 Support and mentor individuals and groups
Performance Evidence	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has supported and mentored at least one individual, and at least one group (of at least three people), to achieve agreed outcomes, including:</p> <ul style="list-style-type: none"> • modelling behaviour and performance consistent with company policy and procedures • effectively supporting others • providing meaningful feedback on individual and group performance. 	

Knowledge Evidence	
<p>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:</p> <ul style="list-style-type: none"> • company policies and procedures as they apply to the work area • regulations and legislative requirements, including: <ul style="list-style-type: none"> • 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 communication skills, including appropriate questioning, listening and feedback techniques • communication strategies for working effectively with both individuals and groups • workplace arrangements for training and assessment and related responsibilities • boundaries of responsibility and related procedures for feedback, counselling and disciplinary procedures • formal arrangements and responsibilities for mentoring others relating to work role • meeting procedures and recording requirements relevant to the workplace • basic group process facilitation procedures, including: <ul style="list-style-type: none"> • planning group processes • identifying the purpose • confirming the appropriate attendance • decision making • documenting basic group processes. 	

Assessment Conditions	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> • physical conditions: <ul style="list-style-type: none"> • a workplace or an environment that accurately represents workplace conditions • resources, equipment and materials: <ul style="list-style-type: none"> • systems and programs for supporting development and mentoring of others • resources to support mentoring role • specifications: <ul style="list-style-type: none"> • 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 	

Assessment Conditions	
<ul style="list-style-type: none">• information systems, including recording and retrieval systems• relationships:<ul style="list-style-type: none">• opportunities to interact with others using typical workplace communication processes. <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4

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