CATAPULT

SITXMGT001

Monitor work operations

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit SITXMGT001.

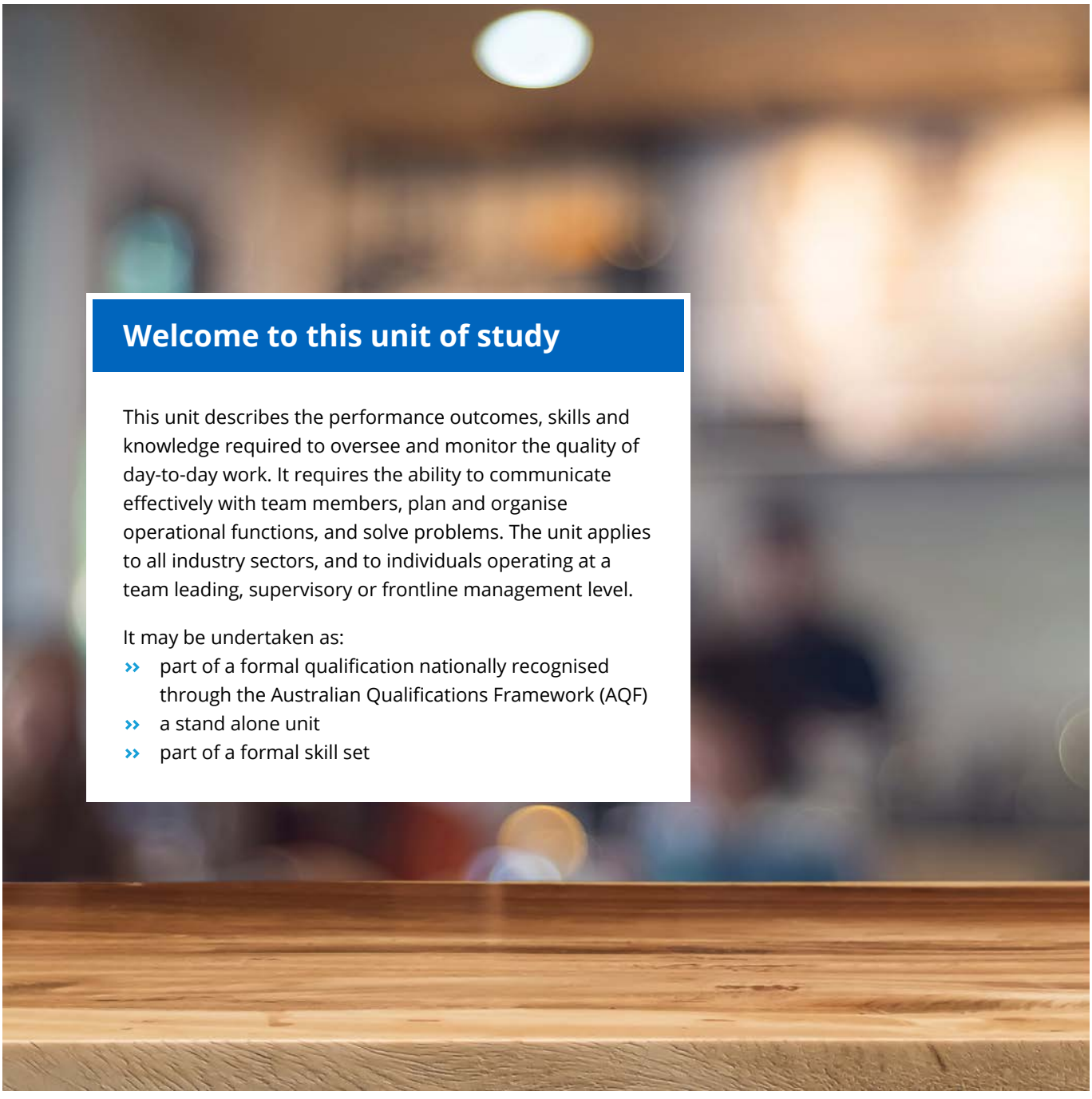
For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/SITXMGT001/

© Catapult Smallprint Pty Ltd

Trainer/assessor guide

SITXMGT001
Monitor work operations



Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to oversee and monitor the quality of day-to-day work. It requires the ability to communicate effectively with team members, plan and organise operational functions, and solve problems. The unit applies to all industry sectors, and to individuals operating at a team leading, supervisory or frontline management level.

It may be undertaken as:

- part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- a stand alone unit
- part of a formal skill set

© smallprint owns all copyright on its products as detailed in the Copyright Act 1968.
It does not issue licenses for reproduction of this material.

Contents

About this trainer/assessor guide **4**

Learning resource **5**

Topic 1: Monitor and improve workplace operations. 5

Efficiency and service levels 5

Workplace operations 11

Problems and issues 14

Improvements 16

Feedback 20

Trends and practices 23

Sustainability 25

Check your understanding 31

Topic 2: Plan and organise workflow. 33

Scheduling work 33

Delegation 36

Assessing work 40

Prioritisation 42

Staffing needs 45

Check your understanding 49

Topic 3: Monitor and support team members. 51

Monitoring performance 51

Sharing information, knowledge and experiences 54

Testing ideas 56

Providing feedback 58

Check your understanding 63

Topic 4: Solve problems and make decisions. 65

Problems 65

Analysis and resolution 68

Monitoring solutions 71

Check your understanding 73

References 75

Assessment workbook **77**

Unit information 79

What is competency-based assessment? 80

How will my competency be assessed? 81

Assessment agreement 82

Foundation skills checklist 83

Skills recognition **84**

Topic 1: Monitor and improve workplace operations 85

Topic 2: Plan and organise workflow 86

Topic 3: Monitor and support team members 87

Topic 4: Solve problems and make decisions 88

© smallprint V5 Jul 2019

Knowledge questions **89**
Topic 1: Monitor and improve workplace operations 90
Topic 2: Plan and organise workflow 103
Topic 3: Monitor and support team members 112
Topic 4: Solve problems and make decisions 119
Performance tasks **127**
Third party evidence collection agreement 128
Topic 1: Monitor and improve workplace operations 129
Topic 2: Plan and organise workflow 132
Topic 3: Monitor and support team members 134
Topic 4: Solve problems and make decisions 135
Completion record **136**
Unit mapping and assessment checklist **137**
Trainer/ assessor user instructions **141**

© smallprint V5 Jul 2019

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- Monitor and improve workplace operations
- Plan and organise workflow
- Monitor and support team members
- Solve problems and make decisions

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- information on competency-based assessment
- instructions on how you will be assessed
- assessment tools to assess your competence
- instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.

© smallprint V5 Jul 2019