UNIT TITLE: WORK COOPERATIVELY IN A GENERAL ADMINISTRATION ENVIRONMENT	NOMINAL HOURS: 35

UNIT NUMBER: D1.HGE.CL7.13   D1.HGA.CL6.02

UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to work cooperatively in a general administration environment in a range of settings within the labour divisions of the hotel industries

ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
Element 1: Develop effective team relationships **1.1** Develop and maintain relationships with *team members* and promote benefits of cooperative work consistent with *organisational goals and objectives* **1.2** Undertake *responsibilities* and assignments in a positive manner to promote effective relationships within the work group **1.3** Conduct courteous and *appropriate communication* with others in a manner which reflects sensitivity to individual *social and cultural differences* in accordance with *organisational requirements* **1.4** Use *appropriate communication* techniques to relay information in a clear and concise manner **1.5** Use *language and tone* appropriate to a particular audience, purpose and situation, taking into account the relevant factors involved **1.6** Recognise and discuss issues that may lead to, or involve *conflict* with team members, or refer to *appropriate persons*	**Unit Variables** The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment This unit applies to working cooperatively in a general administration environment within the labour divisions of the hotel and travel industries and may include: 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production *Team members* may include: • specific groups of employees assigned to complete designated tasks, or to work together • the organisation as a whole • individual branches • individual work sections *Organisational goals and objectives* may include: • reporting deadlines • budgetary targets • team participation • team and individual learning goals

1.7 Complete routine *workplace documentation* accurately in a timely manner

Element 2: Participate in team assignments

2.1 Identify and meet individual responsibilities within the workgroup in accordance with organisational requirements

2.2 Assist team members to ensure efficient and safe completion of *assignment instructions* and work tasks in accordance with *legislative and organisational requirements*

2.3 *Communicate relevant information* to team members to efficiently complete tasks in accordance with assignment goals and objectives

2.4 Provide **a**ppropriate *assistance* to colleagues or seek as required to achieve work tasks within designated timeframes

2.5 Recognise and accommodate *cultural differences* within the team

Element 3: Contribute to team development

3.1 Meet both *internal customer* and *external customer* needs and expectations in accordance with *organisation standards, policies and procedures* and within acceptable time frames

3.2 Give encouragement and support to other team members to identify and organise *professional development opportunities*

3.3 Seek *formal feedback* and *informal feedback* on individual and team performance regularly from colleagues and supervisors to

- professional development

R*esponsibility* may include:
- obeying lawful orders
- confidentiality and privacy requirements
- safety and care with respect to occupational health and safety requirements
- terms and conditions of own employment
- responsibility of providing a safe environment, free from discrimination and sexual harassment

Appropriate communication may be related to:
- using active listening
- using both open and closed questions
- speaking clearly and concisely
- using appropriate language and tone of voice
- being attentive
- maintaining eye contact in face-to face interactions
- using appropriate non-verbal communication in face-to-face interactions, e.g. body language, attention and personal presentation

Social and cultural differences may be expressed in:
- language
- traditional practices and observations
- beliefs, values, practices
- food, diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender/sexuality

identify and implement improvements to products, services, processes or outcomes **3.4** Maintain personal work standards in a manner that supports the workgroup and organisational requirements **3.5** Make positive contributions to the planning process to improve work practices **3.6** Use *non-discriminatory attitudes and language* when interacting with customers, staff and management, consistently	*Organisational requirements* may relate to: • legal and organisational policy and procedures, including personnel practices and guidelines • organisational goals, objectives, plans, systems and processes • legislation relevant to the operation, incident and/or response • employer and employee rights and responsibilities • business and performance plans • policies and procedures relating to own role, responsibility and delegation • quality and continuous improvement processes and standards • client service standards • defined resource parameters *Language and tone* may be related to: • using simple, concise language that can be easily understood by the audience • using appropriate tone, i.e. not patronising, not too loud, not too soft, not yelling, not angry *Conflict* may include: • group conflict • conflict with individuals • conflict with co-workers *Appropriate persons* may include: • supervisors, managers • colleagues • human resource personnel • members of the public • clients *Workplace documentation* may include:

	• letters
	• memos
	• faxes
	• emails
	• invoices and purchase orders
	• policies and procedures
	Assignment instructions may relate to:
	• instructions from client, or supervisor, or management
	• assignment objectives and timeframes
	• work tasks and procedures
	• resource and equipment requirements
	• reporting and documentation requirements
	• personal protective clothing and equipment requirements
	Legislative and organisational requirements must relate to:
	• relevant legislation which affects organisational operation such as:
	o Occupational Health and Safety
	o equal employment opportunity
	o industrial relations
	o anti-discrimination and diversity
	o licensing arrangements
	o trade practices
	o privacy requirements
	o confidentiality
	• environmental issues
	• quality assurance and certification requirements
	• relevant industry Codes of Practice
	• award and enterprise agreements

	Communicate relevant information may include: • clarifying the organisation's preferred task completion methods • encouraging team members • potential hazards or changing Occupational Health and Safety (OHS) requirements • acknowledging satisfactory performance • acknowledging unsatisfactory performance *Assistance* may involve: • providing back-up support • explaining, clarifying • problem solving • providing encouragement • providing feedback to another team member • undertaking extra tasks, if necessary *Cultural differences* may include: • forms of address • levels of formality, or informality • non-verbal behaviour • work ethics • personal grooming • family obligations • recognised holidays • special needs • preferences for personal interactions *Internal customer* may include: • colleagues working in another department • team members

	• supervisor or managers *External customer* may include: • suppliers • people who buy the goods and services the enterprise sells *Organisation standards, policies and procedures* may include: • complaints procedures • organisational standard report forms • job descriptions • code of ethics • quality systems, standards and guidelines *Professional development opportunities* may include: • coaching, mentoring and/or supervision • formal and/or informal learning programs • internal and/or external training provision • work experience and exchange opportunities • personal study • career planning and development • performance appraisals • workplace skills assessment • quality assurance assessments and recommendations *Formal feedback* may include: • 360-degree assessment • customer satisfaction surveys/forms • team evaluations • performance reviews/appraisals

	• workplace assessment
	Informal feedback may include:
	• critical incident reviews
	• impromptu questioning of customers to obtain view of products and/or service provided
	• chance discussions with customers
	• coaching and mentoring
	• seeking the opinions of others
	• comments from supervisors, colleagues or clients
	• personal, reflective behaviour strategies
	Non-discriminatory attitudes and language may include:
	• language in relation to race and ethnicity
	• not making assumptions about physical or intellectual abilities
	• the use of non-discriminatory language in relation to the portrayal of people with disabilities
	• using non-sexist and gender inclusive language
	Assessment Guide The following skills and knowledge must be assessed as part of this unit: • ability to apply the principles of effective communication skills • ability to use active listening, feedback techniques and team building techniques to build and maintain interpersonal relationships within a designated work group or team • ability to identify the need(s) and concerns of others • knowledge of and ability to process a complaint or feedback in accordance with the enterprise's policies and procedures in regard to resolving complaints and conflict • ability to recommend appropriate action arising from a complaint or problem • ability to communicate effectively with a range of people relevant to position and role • ability to respond appropriately to both face-to-face and written requests
	Linkages To Other Units

- Manage and resolve conflict situations
- Perform clerical procedures
- Provide professional support to business colleagues
- Work in a socially diverse environment

Critical Aspects of Assessment

Evidence of the following is essential:

- demonstrated ability to apply active listening techniques
- demonstrated ability to use effective communication skills to build and maintain interpersonal relationships within a designated work group or team
- demonstrated ability to apply the principles of good teamwork to assist self and others to complete assignments within designated timeframes
- demonstrated ability to interpret and comply with a range of legislative and procedural requirements relevant to security operations
- demonstrated ability to actively seek and interpret feedback on quality of work performance and identify opportunities for professional development to develop and improve future career options
- demonstrated ability to communicate in a clear, concise and accurate manner which reflects a sensitivity to individual social and cultural differences

Context of Assessment

This unit may be assessed on or off the job

- assessment should include practical demonstration of working cooperatively in a general administration environment either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area or area of responsibility
- assessment must include project or work activities that allow the candidate to respond to multiple and varying team situations relevant to work area, job role and area of responsibility

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment

Assessment Methods

The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving
- role plays
- third party reports completed by a supervisor
- project and assignment work

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively
Level 2 = competence to manage tasks
Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	0	Obtain feedback on individual and team work performance
Communicating ideas and information	2	Use positive communication techniques to build interpersonal relationships
Planning and organising activities	2	Identify the most appropriate way to respond to feedback
Working with others and in teams	2	Respond to internal and external customer requests
Using mathematical ideas and techniques	0	
Solving problems	2	Apply conflict resolution and communication skills to resolve conflict and/or misunderstandings

	Using technology	0	