UNIT CODE	**PSPGEN010**
UNIT TITLE	**Contribute to workgroup activities**
APPLICATION	This unit describes the performance outcomes, skills and knowledge required to contribute as a workgroup member and assist with support, learning and development for others in achieving workgroup goals.
	This unit applies to those working in generalist or specialist roles within the public sector, in teams or autonomously, performing routine tasks in a familiar context.
	The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.
	No occupational licensing, certification or specific legislative or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	General
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish workgroup parameters	1.1 Identify and clarify roles, responsibilities, and professional working relationships in the workgroup. 1.2 Articulate work group structure and roles of other team members. 1.3 Identify and value individual differences within the workgroup.

2. Work effectively in the workgroup	2.1 Communicate clearly and respectfully with team members, considering the needs of those from diverse backgrounds and roles. 2.2 Negotiate workgroup tasks in accordance with individual strengths, personal preferences, or development needs. 2.3 Demonstrate cooperation and share knowledge and skills within the group to complete tasks. 2.4 Seek and provide assistance and feedback to work group members where appropriate. 2.5 Address and resolve conflict and problems within the workgroup, or refer in accordance with organisational policy and procedures.
3. Assist workgroup members	3.1 Provide support to workgroup members to achieve goals. 3.2 Assist on routine tasks as required. 3.3 Maintain professional working relationships with colleagues. 3.4 Assist with on-the-job learning and development.
4. Report on work group progress	4.1 Receive and confirm understanding of task instructions or directions. 4.2 Communicate personal commitments in a timely manner 4.3 Identify and report any issues preventing the completion of workplace tasks, according to organisational requirements. 4.4 Seek and act upon feedback to improve personal performance and/or behaviour.

FOUNDATION SKILLS	
Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.	
Reading skills	■ read and interpret workplace instructions, reports, and other organisational materials.
Writing skills	■ write work plans, records, reports, and information materials.
Numeracy skills	■ apply numeracy skills to manage time ■ undertake mathematical tasks embedded in information or instructions.
Technology skills to:	■ use digital technology to find, record or communicate information.
UNIT MAPPING INFORMATION	This unit supersedes and is not equivalent to PSPGEN010 Contribute to workgroup activities.
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for PSPGEN010 Contribute to workgroup activities**
PERFORMANCE EVIDENCE	Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and: ■ communicate with a diverse workgroup about a work plan and the requirements of each member of the work group ■ plan and execute workgroup activities within required parameters ■ report on work group progress according to organisation policies and procedures.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: ■ public sector legislation including work health and safety and environment, regulations, policies, procedures, and guidelines relating to work in the public sector ■ organisation processes for reporting on workgroup performance ■ principles of emotional intelligence and its application to working in a group ■ principles of conflict resolution, coaching, negotiation ■ how to give and receive effective feedback ■ group dynamics ■ options for roles and leadership styles in a workgroup ■ on and off the job learning and development strategies.

ASSESSMENT CONDITIONS	Skills must be demonstrated in either: ■ a workplace environment or ■ a simulated environment. Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment. Assessment must ensure access to: ■ legislation, policy, procedures, and protocols relating to the public sector ■ case studies and workplace scenarios to capture the range of workgroup situations likely to be encountered in the public sector. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide