

40051 Work effectively in a team to foster a safe, sustainable, and productive workplace

Kaupae Level	3
Whiwhinga Credit	10
Whāinga Purpose	<p>This skill standard is designed for individuals seeking to work effectively in a team to foster a safe, sustainable, and productive workplace, whilst ensuring adherence to appropriate legislation, regulations, and procedures.</p> <p>It can be used in a range of qualifications and micro-credentials where there is a requirement for effective teamwork.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

DRAFT

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Work in a team within an organisation.	a. Contribute effectively within a team or group which has an objective.
2. Apply regulations and standards, and business and environmental procedures to contribute to a safe, sustainable, and productive workplace.	a. Apply legislative requirements relevant to the workplace operation and in accordance with industry practice.
	b. Apply codes of practice and industry standards relevant to the workplace operation and services in accordance with industry practice.
	c. Apply safety considerations relevant to the workplace in accordance with industry practice.
	d. Contribute to workplace productivity by optimising processes to meet performance goals.
	e. Apply environmental and sustainability procedures relevant to the workplace in accordance with industry practice.
3. Utilise self-management, wellbeing, and resilience strategies to adapt and display the required behaviours and norms of a service-focused role.	a. Practice self-care that reduces the effects of challenges on well-being based on own unique needs and qualities.
	b. Use de-escalation techniques to manage a conflict situation.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Assessment against this standard must acknowledge and respect te Āo Māori, accounting for cultural variations in communication within this context, including differences in reo, dialect, mātauranga, tikanga among different iwi, hapū, rohe.

All activities must, as relevant to learners and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

This skill standard may be assessed against in a role where working within a team is required, when appropriate situations arise, or in a training environment if simulated workplace conditions are able to be provided that reflect the standards of a workplace.

Team interactions may be face to face, on the telephone, digital/online, or a combination.

Legislative requirements, codes of practice, industry standards, and health and safety requirements must be relevant to the workplace operation and in accordance with industry practice.

Where applicable, any workplace policies and procedures, such as – standard operating procedures, safety procedures, equipment operating procedures, codes of practice, quality management practices and standards, procedures to comply with legislative and local body requirements.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content

Work within a team or group:

- Team or group objectives, requirements, and expected behaviours.
- Individual contribution, objectives, requirements, and expected behaviours.
- Communication, behaviours, clarifications, and other contributions.
- Relevant actions carried out to team or group requirements and expectations.
- Constructive feedback.

Regulations, legislation, procedures, and standards:

- Relevant safety considerations
- Relevant Legislative requirements
- Relevant Codes of Practice and Industry Standards
- Relevant environmental procedures:
- Procedures for protecting land, air, and waterways to local authority standards.
- Sustainability procedures or practices relevant to the context.

Challenges affecting self-care:

- Relationship, family/whānau or household issues.
- Education-related challenges.
- Changes in physical or mental abilities.
- Physical and mental health problems.
- Grief and loss experiences.
- Employment-related difficulties.
- Financial concerns.
- Housing changes.

Considerations for self-care:

- Physical, spiritual, and mental attributes and necessities.
- Age and stage of development.
- Coping strategies.
- Cultural background.
- Disabilities.
- Accumulated experiences and knowledge.
- Family or whānau history.
- Gender identity.
- Health status.
- Personal background.

- Language.
- Sexual orientation.
- Preferred pronouns.
- Socio-economic circumstances.
- Needs for physical comfort, safety, and privacy.

Self-care practices involve strategies and activities for personal wellness:

- Challenges and considerations affecting self-care and holistic wellbeing.
- Identifying and implementing self-management, wellbeing and resilience strategies.
- Nutrition.
- Exercise.
- Rest.
- Stress and anger management.
- Education and training.
- Career development.
- Conflict resolution.
- Mental, physical, or spiritual healing.
- Grief resolution.
- Balancing lifestyle among family/whānau, friends, leisure, recreation, and work.

De-escalation techniques

- Physical projection.
- Distance, space, and body positioning.
- Body language.
- Verbal communication.
- Tactical withdrawal.

Rauemi | Resources

Legislation relevant to this skill standard may include but is not limited to:

- Consumer Guarantees Act 1993, Fair Trading Act 1986, Harmful Digital Communications Act 2015, Health and Safety at Work Act 2015, Human Rights Act 1993, Privacy Act 2020.
Available from <https://www.legislation.govt.nz/>

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Ringa Hora Services Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Service Sector > Service Sector Skills > Service Delivery
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0112

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	[dd mm yyyy]	N/A
Rā arotake Planned review date	31 December 2028		

Please contact Ringa Hora Services Workforce Development Council at Qualifications@ringahora.nz to suggest changes to the content of this skill standard.

DRAFT