

## 40048 Work effectively in a team to foster a safe, sustainable, and productive workplace

<b>Kaupae   Level</b>	3
<b>Whiwhinga   Credit</b>	10
<b>Whāinga   Purpose</b>	<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>This skill standard 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

<b>Hua o te ako   Learning outcomes</b>	<b>Paearu aromatawai   Assessment criteria</b>
1. Work in a team in 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 relevant legislative requirements to the workplace operation and in accordance with industry practice.
	b. Apply relevant workplace policies and procedures to the workplace operation and services in accordance with industry practice.
	c. Apply relevant safety considerations to the workplace in accordance with industry practice.
	d. Use de-escalation techniques to manage a conflict situation.
	e. Apply relevant environmental and sustainability procedures to the workplace in accordance with industry practice.
	f. Contribute to workplace productivity by optimising processes to meet performance goals.
3. Utilise self-management, wellbeing, and resilience strategies to adapt and display the required behaviours and norms whilst working within a team.	a. Practice self-care that reduces the effects of challenges on well-being based on own unique needs and qualities.

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

Assessment against this skill 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 skill 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.

A minimum of three team interactions should be provided as evidence.

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.

Evidence of assessment must reflect where applicable, workplace policies and procedures include – 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.

De-escalation techniques:

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

#### 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 involving 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.

**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**

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

<b>Hātepe   Process</b>	<b>Putanga   Version</b>	<b>Rā whakaputa   Review Date</b>	<b>Rā whakamutunga mō te aromatawai   Last date for assessment</b>
<b>Rēhitatanga   Registration</b>	1	27 June 2024	N/A
<b>Kōrero whakakapinga   Replacement information</b>	N/A		
<b>Rā arotake   Planned review date</b>	31 December 2029		

Please contact Ringa Hora Services Workforce Development Council at [Qualifications@ringahora.nz](mailto:Qualifications@ringahora.nz) to suggest changes to the content of this skill standard.