

40048

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>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

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Work in a team in an organisation.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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

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	27 June 2024	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2029		

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

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Te mahi tahi i tētahi tīma ki te whakarite i tētahi wāhi mahi e haumaru ana, e toitū ana, e whai hua ana hoki

Te kaupae	3
Ngā whiwhinga	10
Te whāinga	<p>I waihangatia tēnei paerewa ā-pūkenga mō te tangata e whai ana kia pai ai tana mahi tahi i tētahi tīma ki te whakarite i tētahi wāhi mahi e haumaru ana, e toitū ana, e whai hua ana, e whakamana hoki ana i te ū ki ngā ture, ki ngā waeture, me ngā tukanga e hāngai ana.</p> <p>Ka āhei te whakamahia o tēnei paerewa ā-pūkenga i ngā tohu whānui, me ngā tohu pūkenga whāiti me mātua mahi tahi ai tētahi rōpū.</p>

Ngā hua ako me ngā paearu aromatawai

Ngā hua ako	Ngā paearu aromatawai
4. Te mahi tahi i tētahi tīma i tētahi whakahaere.	<p>b. Ka pai te āwhina atu i tētahi tīma, i tētahi rōpū rānei e whai whāinga ana.</p>
5. Te whakamahi i ngā waeture me ngā paerewa, me ngā tukanga ā-pakihi, ā-taiao hoki e haumaru ake ai, e toitū ake ai, e whai hua ake ai hoki te wāhi mahi.	<p>g. Ka whakamahi i ngā herenga ā-ture e hāngai ana ki tētahi mahi i te wāhi mahi, i runga i ngā tikanga ahumahi.</p> <p>h. Ka whakamahi i ngā kaupapa here e hāngai ana ki te wāhi wahi, me ngā tukanga hoki, ki te mahi i te wāhi mahi, i runga i ngā tikanga ahumahi.</p> <p>i. Ka whakamahi i ngā whakaaro haumaru i te wāhi mahi i runga i ngā tikanga ahumahi.</p> <p>j. Ka whakamahi i ngā tikanga hohou rongo ki te whakatau i tētahi tutūnga puehu.</p> <p>k. Ka whakamahi i ngā tukanga taiao me ngā tukanga toitū e hāngai ana ki te wāhi mahi, i runga i ngā tikanga ahumahi.</p> <p>l. Ka āwhina kia whai hua ai te wāhi mahi, mā te whakamarohi i ngā tukanga e tutuki pai ai ngā whāinga mahi.</p>

<p>6. Te whakamahi i ngā rautaki auāki, whakaora, whakamanawaroa hoki e urutau ai, e whakaaturia ai hoki ngā whanonga me ngā ritenga me mātua whakatinana i a koe e mahi ana i tētahi tīma.</p>	<p>b. Ka āta tiaki i a ia anō e iti iho ai ngā pānga o ngā wero ki te oranga, i runga i ngā matea me ngā momo āhuatanga motuhake o te tangata.</p>
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Ngā pārongo aromatawai me ngā paearu ā-taumata

Ngā tohutohu aromatawai:

Ka karawhiua ana tēnei paerewa ā-pūkenga, me mātua whakaaro, me kauanuanu hoki te ao Maori, ā, me whakaaro ngā rerekētanga ā-ahurea i te whakawhitihiti kōrero i tēnei horopaki, tae noa atu ki ngā rerekētanga ā-reo, ā-tūreo, ā-mātauranga, ā-tikanga hoki i waenganui i ngā iwi, i ngā hapū me ngā rohe.

Me whakaatu i ngā ngohe katoa, otirā i ērā e hāngai ana ki ngā ākonga, ki tēnei paerewa ā-pūkenga rānei, ngā iwi o Te Moana nui a Kiwa, me ētahi atu ahurea me ā rātou tirohanga ki te ao.

E whakaaetia ana kia aromatawaitia te paerewa nei i tētahi tūranga mahi me mātua mahi ā-rōpū ai te tangata, i ngā tūāhuatanga rānei ka ara ake e hāngai ana, i ngā taiao whakangungu rānei mēnā ka āhei te whakaritea o ngā āhuatanga o tētahi wāhi mahi whaihanga e whakaatu ana i ngā paerewa o tētahi wāhi mahi.

E whakaaetia ana kia karawhiua ngā pāhekoheko ā-tīma nei hei ngohe ā-tinana, hei ngohe ā-waea, hei ngohe ā-matihiko, kia tukutahitia rānei.

Me toru hemihemi ngā pāhekoheko ā-tīma ka tukuna hei taunakitanga.

Me hāngai ngā herenga ā-ture, ngā tikanga ā-mahi, ngā paerewa ahumahi, me ngā herenga hauora me te haumarutanga ki ngā whakahaere o te wāhi mahi, i runga anō i ngā tikanga ahumahi.

I ngā wāhi e hāngai ana, me whakaatu e ngā taunakitanga o te aromatawai ngā kaupapa here me ngā tukanga o te wāhi mahi tae noa atu ki ngā tukanga whakahaere māori, ki ngā tukanga whakahaumaru, ki ngā tukanga whakahaere taputapu, ki ngā tikanga mahi, ki ngā tikanga me ngā paerewa whakaū kounga, me ngā tukanga e whakatutukihia ai ngā herenga ā-ture me ngā herenga a ngā mana ā-rohe.

Te momo tohu kounga

Te Paetae.

Ngā ihirangi tūtohu

Te mahi i tētahi tīma, i tētahi rōpū rānei:

- Ngā whāinga ā-tīma, ā-rōpū rānei, ngā herenga, me ngā whanonga me mātua whakatinana.
- Te āwhina, ngā whāinga, ngā herenga, me ngā whanonga me mātua whakatinana e te tangata.
- Te whakawhitihiti kōrero, ngā whanonga, ngā whakamahukitanga, me ētahi atu mahi āwhina.
- Ngā mahi e hāngai ana i mahia ki ngā herenga me ngā kawatau ā-tīma, ā-rōpū rānei.
- He whakahokinga whaihua.

Ngā waeture, ngā ture, ngā tukanga, me ngā paerewa:

- Ngā take whakahaumaru e hāngai ana
- Ngā herenga ā-ture e hāngai ana
- Ngā tikanga mahi me ngā paerewa ahumahi e hāngai ana
- Ngā tukanga taiao e hāngai ana
- Ngā tukanga tiaki i te whenua, i te hau, i ngā arawai, i runga i ngā paerewa a ngā mana ā-rohe.

- Ngā tukanga toitū, ērā tikanga rānei e hāngai ana ki te horopaki.

Ngā mahi hohou rongo

- Te koutu i te tinana.
- Te tawhiti, te wāhi, me te tūnga o te tinana.
- Te reo ā-tinana.
- Te kōrero ā-waha.
- Te āta maunu.

Ngā wero e pā ana ki te tiaki i a koe anō:

- Ngā hononga, te whānau, me ngā tāke o te kāinga.
- Ngā wero mātauranga.
- Ngā panonitanga pūkenga ā-tinana, ā-hinengaro rānei.
- Ngā mate ā-tinana, ā-hinengaro hoki.
- Te rongo i te mamae me te mate.
- Ngā raru ā-mahi.
- Ngā āwangawanga ā-pūtea.
- Ngā panonitanga ā-kāinga.

Ngā tikanga manaaki i a koe anō hei whakaarotanga ake:

- Ngā āhuatanga me ngā matea ā-tinana, ā-wairua, ā-hinengaro hoki.
- Te pakeke me te kōeke whanaketanga.
- Ngā rautaki tū pakari.
- Te takenga ahurea.
- Ngā hauātanga.
- Te huinga wheako, mātauranga hoki.
- Te hītori o te whānau.
- Ngā tuakiritanga ā-ia.
- Te hauora.
- Ngā takenga whaiaro.
- Ngā reo.
- Te aronga hōkaka.
- Ngā tūkapi e hiahiatia ana.
- Ngā āhuatanga ohapori.
- Ngā matea whakaahuru tinana, whakahaumaru, tūmataitī hoki.

Ngā tikanga tiaki i a koe anō, ngā rautaki, me ngā mahi whakaora whaiaro:

- Ngā wero me ngā mea hei whakaarotanga e whai pānga ana ki te tiaki i a koe anō me te oranga torowhārahi.
- Te tautohu me te whakamahi i ngā rautaki auāki, whakaora, manawaroa hoki.
- Te taiora.
- Te kori tinana.
- Te whakatā.
- Te whakatau tāmitanga me te pukuriri.
- Te mātauranga me te whakangungu.

- Te whakawhanake aramahi.
- Te hohou rongo.
- Te whakaora i te hinengaro, i te tinana, i te wairua rānei.
- Te whakaea pāmamae.
- Te whakawhārite i tō āhua noho ki tō whānau, ki ō hoa, ki ngā mahi pārekareka, ki ngā mahi rēhia, me te mahi.

Ngā rauemi

Ko ngā ture e whai pānga ana ki tēnei paerewa ā-pūkenga ko ēnei e whai nei, engari kaua anake pea ko ēnei:

- 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.

E wātea ana ki te paetukutuku <https://www.legislation.govt.nz/>.

Ngā pārongo whakaū kounga

Te rōpū whakatau paerewa	Ringa Hora Services Workforce Development Council
Te Whakaraupapa o ngā Paetae Aromatawai	Service Sector > Service Sector Skills > Service Delivery
Ngā herenga whakaae me te mātairua	0112

Te tukanga	Te putanga	Te rā arotake	Te rā whakamutunga mō te aromatawai
Te rēhitatanga	1	27 o Hune, 2024	N/A
Ngā kōrero whakakapinga	N/A		
Te rā arotake	31 o Tīhema, 2029		

Tēnā, whakapā atu ki a Ringa Hora Services Workforce Development Council, ki Qualifications@ringahora.nz ki te tuku whakaaro ki ngā panonitanga ki ngā kai o tēnei paerewa ā-pūkenga.