

MATRIX Work Effectively with Others BSBWOR203

KBT = Knowledge based test

PD = Practical demonstration

RP = Role play

PRO = Project/portfolio

AC = Activities

AS = Assignment

Element	Performance Criteria	Assessment Tool			
		KBT	AC	RP	PD
1. Develop effective workplace relationships	1.1 Identify own responsibilities and duties in relation to workgroup members and undertake activities in a manner that promotes cooperation and good relationships	Q2, 3a, 3b, 4			✓
	1.2 Take time and resource constraints into account in fulfilling work requirements of self and others	Q5a, 5b			✓
	1.3 Encourage, acknowledge and act upon constructive feedback provided by others in the workgroup	Q7, 8, 9			✓
2. Contribute to workgroup activities	2.1 Provide support to team members to ensure workgroup goals are met	Q2, 4, 7			✓
	2.2 Contribute constructively to workgroup goals and tasks according to organisational requirements	Q1, 3a, 3b, 7			✓
	2.3 Share information relevant to work with workgroup to ensure designated goals are met	Q6, 7			✓
	2.4 Identify and plan strategies/opportunities for improvement of workgroup in liaison with workgroup	Q7, 11, 12			✓
3. Deal effectively with issues, problems and conflict	3.1 Respect differences in personal values and beliefs and their importance in the development of relationships.	Q10		✓	
	3.2 Identify any linguistic and cultural differences in communication styles and respond appropriately	Q10		✓	
	3.3 Identify issues, problems and conflict encountered in the workplace	Q11, 12		✓	
	3.4 Seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person	Q11, 12		✓	

MATRIX Work Effectively with Others BSBWOR203

Foundation Skills		Assessment Tool			
		KBT	AC	RP	PD
Reading	<ul style="list-style-type: none"> Identifies and interprets information to determine task requirements 	✓	1,2		
Writing	<ul style="list-style-type: none"> Completes required documentation using organisational formats Composes simple documents for others to read 		2		
Oral communication	<ul style="list-style-type: none"> Presents information and seeks advice using language and features appropriate to audience Participates in discussions using listening and questioning to elicit views of others and to clarify or confirm understanding 			✓	
Numeracy	<ul style="list-style-type: none"> Interprets information related to timeframes and resource quantities 		2		
Navigate the world of work	<ul style="list-style-type: none"> Understands responsibilities of own role and follows explicit and implicit organisational protocols and procedures 	Q3a, 3b			✓
Interact with others	<ul style="list-style-type: none"> Selects and uses appropriate communication practices when seeking or sharing information. Establishes and builds rapport and relationships with others to foster a culture of respect and cooperation in communications. 			✓	✓
Get the work done	<ul style="list-style-type: none"> Plans and organises work commitments to ensure deadlines and objectives are met Uses formal and analytical thinking techniques to recognise and respond to routine problems 	Q1, 2, 5a, 5b, 11, 12	2	✓	✓

MATRIX Work Effectively with Others BSBWOR203

Knowledge Evidence	Assessment Tool			
	KBT	AC	RP	PD
<ul style="list-style-type: none"> Outline the organisational standards, policies and procedures that relate to your own work role. 	Q3,13	2		
<ul style="list-style-type: none"> Outline team responsibilities and duties and the relationship to individual responsibilities and duties 	Q3a, 3b, 5a, 5b,13			
<ul style="list-style-type: none"> Summarise conflict resolution techniques 		1		

Performance Evidence	Assessment Tool			
	KBT	AC	RP	PD
<ul style="list-style-type: none"> Identify own responsibilities in relation to the team and the organisations requirements 	Q3a, 3b			✓
<ul style="list-style-type: none"> Work effectively in a work group including <ul style="list-style-type: none"> Supporting team members Using culturally appropriate communication skills Acting on constructive feedback Cooperating and contributing to team goals Identifying improvement opportunities 	Q1, 2, 7, 8, 9		✓	✓
<ul style="list-style-type: none"> Identify problems and conflicts and address them appropriately 	Q11, 12		✓	✓

Assessment Conditions	Assessment Tool			
	KBT	AC	RP	PD
<ul style="list-style-type: none"> Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability – workplace effectiveness field of work and include access to: <ul style="list-style-type: none"> office equipment and resources workplace documentation case studies and, where possible, real situations interaction with others 		2	✓	✓