

Competency	Performance Criteria	Evidence Guide
1. Understand quality and health and safety management system principles	1.1 Relevant terminology is understood 1.2 Selection and application of appropriate management systems or elements	Relevant terminology for quality and health and safety management systems is used. Selection and application of appropriate management systems is demonstrated. Main requirements and principles of ISO 9001 (or equivalent standard) are described Main requirements and principles of Occupational Health and Safety standards are described Main requirements of applicable OHS legislation are defined.
2. Establish, plan and task the activities of a team	2.1 Selection of team members 2.2 Understanding simple planning tools 2.3 Application of task management principles	Appropriate methods for staff selection and assessment are described. Different planning and follow up methods and tools are described Basic assessment and auditing methods including audit planning and reporting are described
3. Communicate effectively with the team members and the client	3.1 Managing and communication skills 3.2 Communicating with clients	A range of methods for effective communication with team members and clients are described. Methods of reporting to clients are described.
4. Organize and direct team members	4.1 Usage of appropriate methods for organizing and managing teams of workers	Methods of team management and team empowerment principles & techniques are described.

Competency	Performance Criteria	Evidence Guide
5. Prevent and resolve conflict with the client and/or within the team	5.1 Managing people and teams towards preventing any conflicts	<p>Methods to prevent conflicts in a team or with clients are described.</p> <p>Methods to resolve any conflicts that might arise are described.</p> <p>Basic customer satisfaction principles are defined.</p>
6. Prepare and complete purchasing forms	6.1 Budgeting, financing, reporting	Requirements for budgeting, financing and reporting of small project including purchasing forms preparation are described.