

242821 Identify responsibilities of a team leader in ensuring that organisational standards are met

Purpose of this Unit Standard

This unit standard explores the role of the team leader in ensuring that the team meets organisational or required standards.

This unit standard is intended for junior managers of organisations.

The qualifying learner is capable of:

- Explaining the role of a team leader.
- Explaining the purpose of a team.
- Contracting with a team to obtain commitment.
- Monitoring the achievement of team objectives.

Learning Assumed To Be In Place and Recognition of Prior Learning

Learners should be competent in Communication and Mathematical Literacy at NQF Level 3.

Outcomes

SO1: Explain the role of a team leader in an organisation

SO2: Explain the purpose of the team

SO3: Contract with the team members to obtain commitment to achieve organisational standards

SO4: Implement, monitor and evaluate performance against team objectives and organisational standards

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242821	NQF Level 4	6	Identify responsibilities of a team leader in ensuring that organisational standards are met

Duration: 2-Days

Content

Outcome 1

Explain the role of a team leader in an organisation

- The role of a team leader in an organisation is explained with reference to their job description.
- The responsibilities of a team leader are explained within the context of a work environment.
- The concepts of authority, responsibility and accountability are explained with reference to the team leader's own position in an organisation.
- The organising of workers in teams is explained in terms of recognised theory and practice.

Outcome 2

Explain the purpose of the team

- The concept of a team is explained according to accepted theory and practice.
- The purpose of the team is explained to the team members according to organisational requirements.
- The role and expected outputs of each member of the team are identified in relation to the purpose.
-

Outcome 3

Contract with the team members to obtain commitment to achieve organisational standards

- Tasks, performance plans, targets and standards are discussed and agreed according to organisational requirements.
- Time allocations for achieving individual and team objectives are agreed through a process of consultation.

Outcome 4

Implement, monitor and evaluate performance against team objectives and organisational standards

- Agreed plans are implemented according to Standard Operating Procedures.
- Potential difficulties in achieving the plan are anticipated through reflection and feedback.
- Team outputs are monitored against agreed targets and time allocations.
- Variances to required outputs are identified and corrective action is taken where necessary.

