

## PIRFLM4.03C – Develop work priorities

### Functional area

PIRFO Frontline Management

### Prerequisites

While prerequisites are at the discretion of the SPC and FFA PIRFO program coordinators and the management of the various Fisheries Departments it would be expected that candidates would have either observer and/or debriefer experience and qualifications, fisheries experience at sea/in a fisheries division, exposure to monitoring, control and surveillance activities or management experience or a combination of these.

### Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan one's own work schedules, to monitor, to obtain feedback on work performance and development and to take responsibility for one's own career planning and professional development.

### Elements

#### 1. Plan and complete own work schedule

### Performance criteria

- 1.1. Prepare work plans which reflect consideration of resources, stakeholder needs and workgroup targets
- 1.2. Analyse and incorporate work objectives and priorities into personal schedules and responsibilities
- 1.3. Identify factors affecting the achievement of work objectives and establish contingencies and incorporate them into work plans
- 1.4. Efficiently and effectively use business technology to manage and monitor planning completion and scheduling of tasks

#### 2. Monitor own work performance

- 2.1. Identify and analysed personal performance through self-assessment and feedback from others on the achievement of work objectives
- 2.2. Seek and evaluate feedback on performance from colleagues and clients in the context of individual and group requirements
- 2.3. Routinely identify and report on variations in the quality of service and performance in accordance with organisational requirements

#### 3. Coordinate professional development

- 3.1. Assess personal knowledge and skills against organisational benchmarks to determine development needs and priorities
- 3.2. Research and identify sources and plan for opportunities for improvement in consultation with colleagues
- 3.3. Use feedback to identify and develop ways to improve competence within available opportunities
- 3.4. Identify, access and complete professional development activities to assist career development
- 3.5. Store and maintain records and documents relating to achievements and assessments in accordance with organisational requirements

## **Evidence guide**

Each unit of competency has an evidence guide that relates directly to the performance criteria. Its purpose is to guide assessment of the unit in the workplace and/or training program. The following components provide information to assist this purpose.

### **Required knowledge**

The essential knowledge and understanding a person needs to perform work to the required standard include:

- Relevant business technology applications to schedule tasks and plan work
- Techniques to prepare personal plans and establish priorities
- Methods to identify and prioritise personal learning needs
- Understanding of a range of professional development options
- Understanding of methods to elicit, analyse and interpret feedback
- Understanding of methods to evaluate own performance

### **Required skills**

The essential skills a person needs to perform work to the required standard include:

- Learning skills to recognise and develop new and necessary skills and knowledge
- Literacy skills to understand the organisation's policies, procedures and communications, to write personal work plans and professional development plans, and to request and receive feedback about performance
- Organising skills to prioritise, manage time and meet deadlines
- Problem solving skills to develop contingency plans

### **Critical aspects of competence**

Assessment must confirm the ability to:

- Prepare and communicate own work plan
- Schedule work objectives and tasks to support the achievement of goals
- Seek and act on feedback from clients and colleagues
- Review own work performance against achievements through self-assessment
- Access learning opportunities to extend own personal work competencies
- Use business technology to monitor self-development.

Assessment must confirm knowledge of:

- Technology applications to schedule tasks and plan work and techniques to prepare personal plans and establish priorities
- Professional development options
- Feedback and performance evaluation techniques

## **Context of assessment**

Ideally, assessment would be undertaken in the workplace during Frontline Management activities but practicalities are likely to prevent that taking place. Assessment should therefore be conducted so as to confirm the development of work priorities that a PIRFO Frontline Manager or Coordinator undertakes in day-to-day operations.

If possible, further feedback from the office where the participant is, or will be employed and scrutiny of material prepared by the candidate demonstrating a focus on developing work priorities in Frontline Management operations after training and assessment should be analysed.

## **Method of assessment**

The following assessment methods are suggested:

- Direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- Observation of performance in role plays
- Observation of presentations
- Review of work and professional development plan

## **Interdependent assessment of units**

This unit can be assessed in conjunction with other relevant units relating to Frontline Management operations.

## **Resources required for assessment**

Resources may include:

- Access to appropriate documentation and resources normally used in the workplace