

Unit PPLHSL1 (HK7N 04) Provide Leadership for Your Team

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about providing direction to hospitality staff and motivating and supporting them to achieve the objectives of the team and their personal work objectives. This unit is for hospitality staff who have team leading, first line management or supervisory responsibilities. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **What you must do:** |
| There must be evidence for **all** Performance Criteria (PC). |
| 1 Communicate the purpose and objectives of the team to all members.  2 Involve members in planning how the team will achieve its objectives.  3 Ensure that each member of the team has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives.  4 Encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved.  5 Gain, through your performance, the trust and support of the team for your leadership.  6 Steer the team successfully through difficulties and challenges, including conflict, diversity and inclusion issues within the team.  7 Encourage and recognise creativity and innovation within the team.  8 Give team members support and advice when they need it, especially during periods of setback and change.  9 Motivate team members to present their own ideas and listen to what they say.  10 Encourage team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | |
| **What you must do** | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| **General knowledge and understanding** | | |
| 1 | Different ways of communicating effectively with members of a team. |  |
| 2 | How to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound). |  |
| 3 | How to plan the achievement of team objectives and the importance of involving team members in this process. |  |
| 4 | The importance of and being able to show team members how personal work objectives contribute to achievement of team objectives. |  |
| 5 | The existence of different styles of leadership. |  |
| 6 | How to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievements. |  |
| 7 | Types of difficulties and challenges that may arise, including conflict, diversity and inclusion issues within the team and ways of identifying and overcoming them. |  |
| 8 | The importance of encouraging others to take the lead and ways in which this can be achieved. |  |
| 9 | The benefits of and how to encourage and recognise creativity and innovation within a team. |  |
| **Industry/sector specific knowledge** | | |
| 10 | Legal, regulatory and ethical requirements in the industry/sector. |  |
| **Context specific knowledge and understanding** | | |
| 11 | The members, purpose, objectives and plans of your team. |  |
| 12 | The personal work objectives of members of your team. |  |
| 13 | The types of support and advice that team members are likely to need and how to respond to these. |  |
| 14 | Standards of performance for the work of your team. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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