



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **AHCWRK403A Supervise work routines and staff performance**

**Release: 1**

## AHCWRK403A Supervise work routines and staff performance

### Modification History

Not Applicable

### Unit Descriptor

<b>Unit descriptor</b>	This unit covers the supervision of work routines and staff performance and defines the standard required to: assess staff capability against position descriptions; designate and communicate staff roles and responsibilities, including line management; develop work plans to achieve organisational targets and business objectives; provide training and mentoring for staff; implement strategies to foster teamwork and trust; negotiate with staff as part of dealing with conflict; monitor team and individual work performance and provide feedback to staff.
------------------------	---

### Application of the Unit

<b>Application of the unit</b>	This unit applies to workers with supervisory responsibilities and covers the work functions associated with supervising work routines and staff performance.
--------------------------------	---

### Licensing/Regulatory Information

Not Applicable

### Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
-----------------------------	--

## Elements and Performance Criteria Pre-Content

Not Applicable

## Elements and Performance Criteria

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>

ELEMENT	PERFORMANCE CRITERIA
1. Communicate work roles	<ul style="list-style-type: none"><li>1.1.Roles and responsibilities of staff are clearly defined and documented.</li><li>1.2.Skills of staff are accurately identified and matched with available tasks and duties.</li><li>1.3.Requirements of jobs are clearly identified and communicated to personnel.</li><li>1.4.Information on activities is developed and provided to personnel.</li><li>1.5.Occupational Health and Safety (OHS) policy and procedural requirements for supervisors are effectively implemented.</li></ul>
2. Coordinate activities	<ul style="list-style-type: none"><li>2.1.Work activities are prioritised to ensure completion of tasks in accordance with available timelines.</li><li>2.2.Work plans are developed to establish targets and objectives of activities, and to define tasks and timelines.</li><li>2.3.Training and learning opportunities are identified and incorporated into work activities.</li><li>2.4.Supervisory and reporting responsibilities are clarified and maintained in line with organisational requirements.</li><li>2.5.Enterprise environmental policy and procedures for supervisors are effectively implemented.</li></ul>
3. Maintain effective working relations	<ul style="list-style-type: none"><li>3.1.Problems are recognised and addressed through discussion with work group.</li><li>3.2.Assistance is sought from work group members when difficulties arise in achieving allocated tasks</li><li>3.3.Discussion and information sharing is routinely used to communicate requirements of work activities through a participative approach.</li><li>3.4.Disagreements and conflicts are managed constructively using appropriate conflict management strategies.</li></ul>
4. Provide feedback	<ul style="list-style-type: none"><li>4.1.Feedback is clear, constructive and provided promptly to individuals to support achievement of outcomes.</li><li>4.2.Difficult situations are identified and negotiated to achieve results in line with organisational requirements.</li><li>4.3.Team and individual performances are monitored regularly to ensure personnel are able to achieve</li></ul>

ELEMENT	PERFORMANCE CRITERIA
	goals. 4.4. Supervisory structures and lines of reporting are maintained in accordance with organisational requirements.

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- supervise and instruct staff to achieve work activities
- delegate and allocate tasks
- assess and evaluate staff capability
- identify and provide training requirements
- plan timesheets and timetables to meet deadlines
- demonstrate safe workplace and environmentally responsible practices
- solve problems (staffing, resources)
- evaluate performance, provide feedback and prepare reports and performance appraisals
- promote and maintain effective relationships between staff
- monitor productivity and maintain staff records as required
- use literacy skills to read, interpret and follow organisational policies and procedures, develop sequenced written instructions, record accurately and legibly information collected and select and apply procedures to a range of tasks
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification, negotiating solutions and responding to a range of views
- use numeracy skills to estimate, calculate and record routine and more complex workplace measures and data
- use interpersonal skills to work with others and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

#### Required knowledge

- enterprise personnel processes
- enterprise organisational structure and responsibilities
- techniques for building trust and relationships
- principles of team work and negotiation

**REQUIRED SKILLS AND KNOWLEDGE**

- leadership for the work team
- performance appraisal systems and procedures
- principles of time management
- conflict management techniques
- enterprise training requirements and processes
- relevant State/Territory legislation, regulations and Codes of Practice with regard to workplace OHS, environmental protection and employment
- OHS hazard identification, risk assessment and development of risk controls.

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:</p> <ul style="list-style-type: none"> <li>• assess staff capability against position descriptions</li> <li>• designate and communicate staff roles and responsibilities, including line management</li> <li>• develop work plans to achieve organisational targets and business objectives</li> <li>• provide training and mentoring for staff</li> <li>• implement strategies to foster teamwork and trust</li> <li>• negotiate with staff as part of dealing with conflict</li> <li>• monitor team and individual work performance and provide feedback to staff.</li> </ul>
<b>Context of and specific resources for assessment</b>	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

## Range Statement

<b>RANGE STATEMENT</b>	
The range statement relates to the unit of competency as a whole.	
The people may include:	<ul style="list-style-type: none"> <li>• coaches</li> <li>• mentors</li> <li>• supervisors or managers</li> <li>• work colleagues with supervisory responsibilities.</li> </ul>

**Unit Sector(s)**

<b>Unit sector</b>	Work
--------------------	------

**Co-requisite units**

<b>Co-requisite units</b>		

**Competency field**

<b>Competency field</b>	
-------------------------	--