



Australian Government

AMPX423 Supervise new recruits

Release: 1

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Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to support, mentor and develop new recruits. It includes an understanding of the roles and responsibilities of first line managers in defining and communicating expectations, providing appropriate learning environments, and providing mentoring and feedback to support the retention and development of new recruits.

This unit is applicable to individuals who are responsible for supervising, developing and managing new recruits. Typically this unit would be applicable to first line managers, including supervisors and may also apply to team leaders.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Communicate work requirements and expectations	1.1 Identify information requirements for new recruits 1.2 Communicate enterprise policies, performance requirements and responsibilities to new recruits 1.3 Make information available to new recruits in appropriate and accessible formats 1.4 Adjust communication methods to account for the purpose and the audience, factoring in social and cultural diversity 1.5 Model appropriate work behaviours and procedures in personal

Element	Performance criteria
	conduct 1.6 Identify, facilitate and resolve (within level of responsibility) individual and team issues in relation to developing and managing new recruits
2. Provide an appropriate learning environment for new recruits	2.1 Establish learning and development plans for new recruits and monitor progress in conjunction with human resources personnel 2.2 Estimate and secure resources required to support informal and formal learning and training 2.3 Monitor implementation of workplace policies to ensure the workplace and learning environment conforms with industrial, customer and legal requirements 2.4 Arrange opportunities for new recruits to develop and apply skills and knowledge 2.5 Establish patterns of work organisation and job rotation to reinforce learning
3. Provide regular and timely feedback on performance	3.1 Monitor progress and performance of new recruits 3.2 Identify signs of poor or unacceptable practices 3.3 Investigate reasons for poor or unacceptable performance 3.4 Provide structured feedback to new recruits 3.5 Identify and agree strategies for addressing the performance gap with the new recruit 3.6 Confirm progress or take appropriate follow up action through ongoing monitoring

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

MTMP407B Supervise new recruits	E
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>