Australian Government

DEFCM306A Administer personnel

Release: 2

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Modification History

Release	TP Version	Comments
2	DEF12V2	Layout adjusted. No changes to content.
1	DEF12V1	Primary release.

Unit Descriptor

This unit covers the competency required to administer personnel.

This unit of competency is applicable to supervisors within public safety organisations or organisations that have a responsibility to manage personnel administration.

Supervisors may be at the middle to senior line-management level or junior management level. The number of personnel being administered will vary greatly but will usually be 10-30 personnel.

The administrative support of personnel is necessary with organisations that are required to maintain a high state of personnel readiness. Examples of these are Defence, Emergency Services and Fire agencies.

Application of the Unit

The application of this unit in the workplace includes supervising a designated team of personnel in their administration and compliance with organisational administrative policy and procedures. It includes aspects of supervising personnel readiness for work, welfare, entitlements, discipline and competency.

This competency is applicable to those personnel leading and managing others in an operational environment where the normal access to a personnel administrative support network is not available.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a Unit of Competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the element. Where **_bold italicised_** text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. **Administer personnel readiness**	1.1 Detailed knowledge of *personnel information* is obtained to enable an appreciation of individual circumstances.
	1.2 Information about readiness requirements is accessed from organisational information systems and is continually monitored to ensure current knowledge of the state of personnel readiness is known.
	1.3 Personnel are informed of their *readiness obligations* to the organisation to enable them to comply with these through self-management.
	1.4 *Readiness records* and documentation are gathered and reviewed to determine personnel progress with readiness maintenance requirements.
	1.5 *Opportunities to maintain personnel readiness* are planned and implemented in accordance with organisational policies and procedures.
	1.6 Technical advice on readiness policy and procedure is sought to enable administrative actions in accordance with organisational policies and procedures.
	1.7 Information on personnel readiness is reported to *designated authorities* including specific information on and strategies planned to address personnel who are 'not ready'.
	1.8 *Administrative actions* for personnel identified as permanently 'not ready' are implemented in accordance with organisational policies and procedures.
	1.9 Personnel entitled to readiness waivers by designated authorities are identified and waiver documentation is compiled and submitted for consideration in accordance with organisational policies and procedures.
2. **Administer personnel entitlements**	2.1 Information systems are utilised to obtain and review organisational policies and procedures relevant to personnel entitlements.
	2.2 Personnel information is used to identify entitlements against personnel individual circumstances.
	2.3 *Entitlement application forms* to be completed by personnel are accessed and general instructions and

	guidance are provided to personnel.
	2.4 Progress of entitlement applications is monitored to ensure timely and efficient handling by the administrative stream of the organisation.
3. **Administer personnel welfare**	3.1 Personnel are informed of *welfare requirements* specific to their employment and the organisation, and of *welfare support services* available to them.
	3.2 *Welfare related documentation* is maintained to enable appropriate administrative support of personnel welfare and to comply with organisational policies and procedures.
	3.3 *Religious preferences* are respected and where suitable to organisational requirements, opportunities to participate in *religious events* are facilitated.
4. **Administer personnel discipline**	4.1 Standards of organisational discipline are communicated to personnel in order to promote appropriate behaviour and conduct in accordance with organisational policies and procedures.
	4.2 Behaviour in contradiction of organisational disciplinary standards is recognised and responded to in accordance with organisational policies and procedures.
	4.3 Organisational *discipline administrative actions* are taken in response to significant breaches of organisational policies and procedures or disciplinary standards.
	4.4 Counselling is undertaken to improve behaviour of personnel and compliance with disciplinary standards in accordance with organisational policies and procedures.
	4.5 Own behaviour is monitored in order to ensure conduct is in accordance with organisational policies and procedures or disciplinary standards.

Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Required Skills

- access and compile complex organisational forms and applications
- accurately analyse and validate information
- allocate tasks and delegate others to take on responsibility

- apply a broad range of problem-solving strategies to work outcomes
- clearly articulate administrative advice
- communicate detailed and technical administrative information to an individual
- conduct interviews to obtain detailed personal information
- consistently evaluate and monitor own performance
- empathise with others and respect other's beliefs
- interpret policy and procedures
- make decisive, informed decision that balance the needs of individuals with organisational requirements
- manage a range of complex administrative problems while performing own core function within the organisation
- manage own tasks within timeframes
- monitor own behaviour and administration to set example to others
- record in writing detailed personal information
- utilise technology to accomplish administrative duties

Required Knowledge

- counselling techniques
- organisational disciplinary standards and laws
- organisational information systems
- organisational personnel entitlements
- organisational readiness requirement specific to individual service
- organisational support
- organisational welfare infrastructure, policy and procedures
- organisational writing standards
- personnel support agencies

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Assessment must confirm the ability to:
	• display a detailed knowledge and understanding of personnel under their direction
	• relate personnel circumstances and information to organisational administrative policy
	• transact a range of administrative actions as identified in the Range Statement
	Consistency in performance
	Competency should be demonstrated over time to ensure the candidate is assessed across a variety of situations within the workplace.
Context of and specific resources for assessment	**Context of assessment**
	Competency should be assessed in the intended workplace or in an environment which accurately reflects the nature and tempo of the workplace.
	Specific resources for assessment
	Access is required to:
	• actual or simulated workplace
	• relevant organisational policies and procedures

Range Statement

The Range Statement relates to the Unit of Competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the Performance Criteria is detailed below.

Personnel information may include:	- Date of birth - Date of enlistment - Employment and trade details - Marital status - Name - Pay group - Place of birth - Posting history/preferences - Organisational identification data - Rank/date of last promotion - Religious preferences - Social or personal issues
Readiness obligations may include:	- Employment proficiency - Competency - Dental fitness - Individual availability - Individual equipment proficiency - Medical fitness - Periodic training and assessment - Physical fitness - Weapons proficiency
Readiness records may include:	- Competency log book - Information systems database - Medical fitness report - Personnel file - Physical fitness test results - Records of attainment and qualifications - Skills maintenance log books - Weapons proficiency record
Opportunities to maintain personnel readiness may include:	- Dental appointments and assessment - Employment, training and assessment - Equipment proficiency training and assessment - Medical appointments and assessment - Physical training and assessment
Organisational policies and procedures may include:	- Instructions - Operating manuals

	• Orders
	• Organisational instruction
	• Relevant Australian Standards
	• Relevant Commonwealth Acts
	• Standard Operating Procedures
Designated authority may include:	• Chief Executive Officer
	• Commanding Officers
	• Group Manager
	• Manager
	• Officer Commanding
	• Officer In Charge
	• Team Leader
Administrative actions may include:	• Administrative warning
	• Notice to show cause
	• Pay adjustment
Entitlement application forms may include:	• Applications for:
	• housing
	• leave
	• recognition of relationships
	• subsidy / allowances
	• access to training / education
	• access to welfare services
Welfare requirements may include:	• Family health and wellbeing
	• Finance
	• Personal wellbeing
	• Social
	• Spiritual
Welfare support services may include:	• Chain of command/management
	• Chaplaincy or philanthropic agencies
	• Community liaison agencies
	• Housing authorities
	• Human resource of personnel administration agencies
	• Psychological support agencies
Welfare related documentation may include:	• Next of kin records
	• Organisational housing applications
	• Recall records
	• Record of personal finances
	• Will
Religious preference may	• Atheist

include:	• Baha'is
	• Buddhists
	• Chinese Universalist
	• Christians
	• Hindus
	• Jews
	• Muslims
	• New Age Variants
	• Non-religious agnostics
	• Sikhs
	• Shintoists
	• Taoists
	• Zoroastrians
Religious events may include:	• Christmas
	• Easter
	• Eucharist
	• Mass
	• Sermon
Personnel entitlements may include:	• Allowances
	• Dental care
	• Health care
	• Housing
	• Legal support
	• Retirement benefits
	• Subsidies
Discipline administrative actions may include:	• Charge
	• Counselling
	• Infringement
	• Warning

Unit Sector(s)

Not applicable.