



Australian Government

Assessment Requirements for SIFXMGT002 Coordinate staff

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- develop and communicate work schedules to staff members
- monitor completion of tasks
- respond to operational and service issues in the workplace.

Evidence of performance of coordinating staff on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- role of quality assurance, workflow planning, delegation and problem-solving required in a frontline management role
- effective communication techniques for allocating tasks, including:
 - encouraging questions
 - providing prompt feedback
 - providing clarification
- federal, state or territory, and local government legislation, regulations and codes of practice that impact human resources including Equal Employment Opportunity (EEO) and anti-discrimination
- workplace policies and procedures in relation to coordinating staff, including:
 - human resources
 - privacy
 - code of conduct
 - authorities and responsibilities of staff
- workplace job roles and work requirements aligned to staff skills and areas of expertise in relation to required tasks.

Assessment Conditions

Skills must be demonstrated in funeral services workplace:

- using suitable equipment and resources, including:
 - communication technologies and computers

- workplace policies and procedures relevant to personnel and rostering
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with team members

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>