



**Australian Government**

**Assessment Requirements for  
SIRXMGT001 Supervise and support  
frontline team members**

**Release: 1**

# Assessment Requirements for SIRXMGT001 Supervise and support frontline team members

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- supervise a work team, across the duration of two different work shifts, to ensure organisational and team goals are achieved
- demonstrate the following skills during supervision of the above work shifts:
  - communicating responsibilities and expected standards of work to team members
  - implementing techniques to motivate team members and improve team morale
  - providing feedback on team members performance
  - monitoring team members for:
    - adherence to policies and procedures
    - customer service standards
    - productivity
    - team interactions.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- primary role of team supervisors
- organisational performance standards for frontline tasks
- strategies and techniques for:
  - effective communication with team members
  - improving team and individual morale
  - increasing team and individual productivity
  - creating a team environment in the workplace
  - motivation others
  - providing feedback regarding performance
    - constructive feedback
    - recognition of positive performance
- importance of providing team members with an understanding of the commercial impacts of their behaviours and goal attainment.

## Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant organisational documentation:
  - performance standards for frontline tasks
  - organisational vision
  - key elements and steps of frontline tasks
- team members; these can be:
  - individuals in an industry workplace, or
  - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>