SIRXMGT001 Supervise and support frontline team members

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor the work activities and performance standards of team members to ensure organisational and team goals are achieved to an expected standard.

It applies to individuals working in frontline roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Communicate with the team.	1.1. Communicate organisational vision and individual responsibilities clearly to team members.
	1.2. Inform team members of expected standards of work and behaviours.
	1.3. Provide team members with relevant information regarding sales targets and team goals.
2. Monitor team performance.	2.1. Follow up allocated tasks and check that standards of performance are met.
	2.2. Provide feedback to team members on their performance

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<tr><td></td><td>when required standards are not met.</td></tr>
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	2.3.Recognise team member's efforts when high, or improved, standards of performance are displayed.
	2.4.Determine factors contributing to poor performance and implement solutions for improved performance.
	2.5.Recognise training needs of team members and notify relevant personnel as required.
3. Promote team morale.	3.1.Determine team motivators and seek opportunities to improve motivation.
	3.2.Create a supportive team environment where all members feel valued.
	3.3.Encourage team members to share their views and feedback regarding the workplace and value their input.
	3.4.Treat all team members equally and with respect.

Foundation Skills

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

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d