



Australian Government

AHCWRK403 Supervise work routines and staff performance

Release: 1

AHCWRK403 Supervise work routines and staff performance

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to supervise work routines and staff performance.

This unit applies to individuals who take responsibility for their own work and for the quality of the work of others within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

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

Work (WRK)

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 roles	1.1 Define and document the roles and responsibilities of staff 1.2 Identify the skills of staff and match with available tasks and duties 1.3 Identify the requirements of jobs and communicate to personnel 1.4 Develop information on activities and provide to personnel 1.5 Implement work health and safety policy and procedural requirements for supervisors
2. Coordinate activities	2.1 Prioritise work activities to ensure completion of tasks within

Element	Performance criteria
	available timelines 2.2 Develop work plans to establish targets and objectives of activities, and to define tasks and timelines 2.3 Identify training and learning opportunities and incorporate into work activities 2.4 Clarify supervisory and reporting responsibilities and maintain 2.5 Implement enterprise environmental policy and procedures for supervisors
3. Maintain effective working relations	3.1 Recognise and address problems through discussion with work group 3.2 Seek assistance from work group members when difficulties arise in achieving allocated tasks 3.3 Use discussion and information sharing routinely to communicate requirements of work activities through a participative approach 3.4 Manage disagreements and conflicts constructively using appropriate conflict management strategies
4. Provide feedback	4.1 Provide clear and constructive feedback to individuals to support achievement of outcomes 4.2 Identify difficult situations and use negotiation techniques to achieve results 4.3 Monitor team and individual performances regularly to ensure personnel are able to achieve goals 4.4 Maintain supervisory structures and lines of reporting

Foundation Skills

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

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCWRK403A Supervise work routines and staff performance.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCWRK403 Supervise work routines and staff performance

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Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- supervise and instruct staff to achieve work activities
- delegate and allocate tasks
- assess and evaluate staff capability
- identify and provide training requirements
- plan timesheets and timetables to meet deadlines
- demonstrate safe workplace and environmentally responsible practices
- solve staffing and resourcing problems
- evaluate performance, provide feedback and prepare reports and performance appraisals
- promote and maintain effective relationships between staff
- monitor productivity and maintain staff records as required
- use industry standard terminology.

Knowledge Evidence

The candidate must demonstrate knowledge of:

- enterprise personnel processes
- enterprise organisational structure and responsibilities
- techniques for building trust and relationships
- principles of team work and negotiation
- leadership for the work team
- performance appraisal systems and procedures
- principles of time management
- conflict management techniques
- enterprise training requirements and processes

- relevant State and Territory legislation, regulations and Codes of Practice with regard to work health and safety, environmental protection and employment
- work health and safety hazard identification, risk assessment and development of risk controls.

Assessment Conditions

Assessors must satisfy current standards for RTOs.

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