



Australian Government

AHCWRK409 Supervise work routines and staff performance

Release: 1

AHCWRK409 Supervise work routines and staff performance

Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 9.0.

Application

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

The unit applies to individuals who apply specialist skills and knowledge to supervising work routines and staff performance. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.

All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements and sustainability practices.

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

Competency Field

Nil

Unit Sector

Work (WRK)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Communicate work roles	1.1 Confirm the roles and responsibilities of staff 1.2 Identify the skills of staff and match with tasks and duties 1.3 Communicate job requirements and information to staff 1.4 Implement workplace health and safety, and environmental policies and procedures

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
2. Coordinate activities	2.1 Develop staff work plans to establish tasks and timelines 2.2 Prioritise work activities within available timelines 2.3 Identify and incorporate training and learning opportunities into work activities 2.4 Clarify and maintain supervisory and reporting responsibilities
3. Maintain effective working relations	3.1 Recognise and address problems 3.2 Seek assistance from team members to achieve allocated tasks 3.3 Conduct routine collaborative team meetings 3.4 Use appropriate conflict management strategies to address disagreements 3.5 Support reporting lines and supervisory structures
4. Provide feedback	4.1 Monitor team and individual performance 4.2 Provide clear and constructive feedback to team members to support achievement of outcomes

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Oral communication	Use clear language and standard industry terminology to allocate tasks and duties, coordinate activities, provide training, maintain work relations and provide feedback

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCWRK409	AHCWRK403	Minor changes to	Not equivalent

Supervise work routines and staff performance	Supervise work routines and staff performance	application Major and minor changes to performance criteria Foundation skills added Major and minor edits to performance and knowledge evidence and assessment conditions	
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Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCWRK409 Supervise work routines and staff performance

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has supervised work routines and staff performance on at least two occasions and has:

- identified and matched staff skills to tasks and duties
- supervised and instructed staff to achieve work activities
- implemented workplace health and safety and environmental policies and procedures
- developed and communicated staff work plans
- identified and incorporated training and learning activities
- promoted and maintained effective relationships with team members
- monitored team member performance and provided feedback.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- leadership principles for maintaining the work team
- workplace organisational structure and responsibilities
- workplace requirements applicable to health and safety in the workplace for supervising work routines and staff performance
- environment and employment legislation, regulations and codes of practice relevant to supervising work routines and staff performance
- principles of time management
- workplace training requirements and processes
- techniques for building trust and relationships
- principles of teamwork and negotiation
- conflict management techniques
- performance appraisal policies and procedures.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - computer hardware and software
- specifications:
 - workplace health and safety, environment and employment legislation, regulations and codes of practice relevant to supervising work routines and staff performance
- relationships:
 - team members.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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