



Australian Government

Department of Education, Employment and Workplace Relations

AHCWRK310A Provide on-job training support

Release: 1

AHCWRK310A Provide on-job training support

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of providing on-job training support within an enterprise and defines the standard required to: identify needs for on-the-job training support; set up on-job training support; provide follow-up and support to learner; apply a range of approaches to on-job training support; support has been successfully and appropriately provided in an enterprise.
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Application of the Unit

Application of the unit	This unit is likely to be carried out as part of a supervisory role within enterprise guidelines.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

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1. Identify needs for on-the-job training support	1.1. Training needs are determined in consultation with supervisor and employee/trainee. 1.2. Extent and scope of training support to be provided is agreed with the supervisor. 1.3. Outcomes from training are defined prior to commencement. 1.4. Methods of providing on-job training support is clarified and agreed with supervisor.
2. Support on-the-job training	2.1. Training outcomes are clearly indicated to the learner. 2.2. Training is delivered as directed and in accordance with workplace procedures and relevant legislation. 2.3. Practice opportunities are provided to re-enforce the training.
3. Provide follow-up and support to learner	3.1. Opportunities to apply competencies on-the-job are provided. 3.2. Constructive feedback and coaching are provided to assist learning. 3.3. Feedback of employee's progress is given to the supervisor in the workplace.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- identify hazards and provide a safe learning environment
- determine training needs and required outcomes
- deliver training in work skills
- identify needs for on-the-job training support
- provide follow-up and support to learner
- use literacy skills to read, interpret and follow organisational policies and procedures, follow sequenced written instructions, record accurately and legible information collected and select and apply procedures for a range of tasks
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning techniques, active listening, clarifying information and consulting with supervisors as required

REQUIRED SKILLS AND KNOWLEDGE

- use numeracy skills to estimate, calculate and record routine workplace measures
- use interpersonal skills to work with and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- adult learning principles
- setting up on-job training support
- approaches to on-job training support
- resources required for on-job training support
- reviewing and reporting on on-job training support
- Occupational Health and Safety (OHS) issues related to on-job training support.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:

- identify needs for on-the-job training support
- set up on-job training support
- provide follow-up and support to learner
- apply a range of approaches to on-job training support
- provide support in an enterprise successfully and appropriately.

Context of and specific resources for assessment

Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

Training techniques may include:

- demonstrations, explanations, problem-solving, mentoring, experiential learning, group work, on-the-job coaching, job rotation or a combination of the above.

Unit Sector(s)

Unit sector	Work
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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