



Australian Government

Assessment Requirements for AMPX412 Build productive and effective workplace relationships

Release: 1

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Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must develop, maintain and model positive workplace relationships. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- accept and provide constructive feedback
- contribute to and support meetings (including team, department and maintenance meetings)
- cooperate with other supervisors and managers
- locate and evaluate information from a range of sources, using a range of available resources including the internet and journals
- maintain currency of knowledge through independent research or professional development
- demonstrate problem-solving and negotiation skills in a range of circumstances
- develop and implement consultative and participative approaches within own work practices
- encourage and respond to individual and team contributions
- gather and analyse alternative viewpoints, ideas and information to develop processes and strategies
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- introduce strategies for improving workplace relationships (including coaching and mentoring)
- mentor and counsel individuals and teams, within enterprise procedures
- model positive and effective communication and interaction strategies while performing responsibilities
- monitor and diffuse potential conflicts and disputes, applying a range of strategies including the enterprise's established procedures
- resolve differences between employees, within enterprise processes
- observe and respect enterprise confidentiality requirements and individual's privacy requests

- provide direction, instruction and guidance in ways that encourage cooperation
- recognise and discuss alternative suggestions, viewpoints and proposals
- review own actions and attitudes and describe their impact on colleagues
- seek feedback from colleagues and networks on own ideas and performance
- use available information and communications technology to facilitate two-way communication and understanding

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the impact of enterprise social, ethical and business standards on workplace relationships
- factors which influence workplace relationships, including cultural and social characteristics, past experiences and industrial approaches
- networks and other sources of information which could assist in developing workplace relationships and building own knowledge and expertise
- strategies for building networks

Assessment Conditions

The candidate must demonstrate competency through sustained performance over time, at an appropriate level of responsibility and authority under typical operating and production conditions for the enterprise.

Assessment must be conducted under typical operating and production conditions for the enterprise.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>