



Australian Government

AMPX423 Supervise new recruits

Release: 1

AMPX423 Supervise new recruits

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to support, mentor and develop new recruits. It includes an understanding of the roles and responsibilities of first line managers in defining and communicating expectations, providing appropriate learning environments, and providing mentoring and feedback to support the retention and development of new recruits.

This unit is applicable to individuals who are responsible for supervising, developing and managing new recruits. Typically this unit would be applicable to first line managers, including supervisors and may also apply to team leaders.

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

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 requirements and expectations	1.1 Identify information requirements for new recruits 1.2 Communicate enterprise policies, performance requirements and responsibilities to new recruits 1.3 Make information available to new recruits in appropriate and accessible formats 1.4 Adjust communication methods to account for the purpose and the audience, factoring in social and cultural diversity 1.5 Model appropriate work behaviours and procedures in personal

Element	Performance criteria
	conduct 1.6 Identify, facilitate and resolve (within level of responsibility) individual and team issues in relation to developing and managing new recruits
2. Provide an appropriate learning environment for new recruits	2.1 Establish learning and development plans for new recruits and monitor progress in conjunction with human resources personnel 2.2 Estimate and secure resources required to support informal and formal learning and training 2.3 Monitor implementation of workplace policies to ensure the workplace and learning environment conforms with industrial, customer and legal requirements 2.4 Arrange opportunities for new recruits to develop and apply skills and knowledge 2.5 Establish patterns of work organisation and job rotation to reinforce learning
3. Provide regular and timely feedback on performance	3.1 Monitor progress and performance of new recruits 3.2 Identify signs of poor or unacceptable practices 3.3 Investigate reasons for poor or unacceptable performance 3.4 Provide structured feedback to new recruits 3.5 Identify and agree strategies for addressing the performance gap with the new recruit 3.6 Confirm progress or take appropriate follow up action through ongoing monitoring

Foundation Skills

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

Range of Conditions

Unit Mapping Information

MTMP407B Supervise new recruits	E
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Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for AMPX423 Supervise new recruits

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Performance Evidence

The candidate must supervise new recruits. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must:

- establish effective relationships with new recruits in the nominated work area
- apply appropriate communication skills to manage conflict and facilitate resolution of issues, disagreements or disputes
- apply interpersonal skills including appropriate questioning, listening and feedback techniques
- maintain currency of knowledge and techniques through informal learning, regular professional development or personal research
- foster effective teamwork by recognising and utilising individual strengths
- ensure that appropriate behaviours and procedures are consistently observed by all personnel in the work area
- ensure that new recruits have adequate opportunity to learn, apply and practice new skills and knowledge
- ensure availability of relevant and appropriate information describing behaviour and performance expectations for new recruits; this includes information on policies and procedures, corporate values, and production targets or work outcomes
- identify and apply relevant workplace health and safety, regulatory and workplace requirements
- identify legal requirements and personal and company responsibilities in relation to managing new recruits
- identify and conform with enterprise and employee obligations under industrial arrangements and training agreements in relation to the provision of (workplace) training
- investigate causes of poor or unacceptable work performance in consultation with new recruits
- model behaviour consistent with company policies and procedures
- monitor individual performance, identify performance gaps and develop strategies in consultation with human resources personnel
- monitor progress towards achieving agreed conduct and/or performance improvements
- plan and undertake structured feedback or appraisal of new recruits

- provide regular feedback to new recruits to foster confidence and appropriate workplace behaviours

Knowledge Evidence

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

- workplace feedback and performance management systems and responsibilities in the workplace, including personal level of authority in relation to performance counselling and disciplinary procedures
- applicable legislation and Fair Work Australia requirements
- conflict management techniques
- workplace policies and procedures

Assessment Conditions

Competency must be demonstrated in the workplace whilst working with new recruits over time and 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.

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