



**Australian Government**

# **DEFGEN016 Administer personnel**

**Release: 1**

# DEFGEN016 Administer personnel

## Modification History

| Release | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <p>This unit was released in DEF Defence Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to DEFCM306A Administer personnel.</p> <ul style="list-style-type: none"><li>• Unit code updated</li><li>• Content and formatting updated to comply with the new standards</li><li>• All PC transitioned from passive to active voice</li><li>• PC 1.2 and 1.9 revised</li><li>• Element 1 reworded</li></ul> |

## Application

This unit describes the skills required to administer personnel. The application of this unit in the workplace includes supervising a designated team of personnel in their administration and compliance with organisational administrative policy and procedures. It includes aspects of supervising personnel readiness for work, welfare, entitlements, discipline and competency.

Supervisors may be at the middle to senior line-management level or junior management level. The number of personnel being administered will vary greatly but will usually be ten to thirty personnel.

This unit applies to those leading and managing others in an operational environment where the normal access to a personnel administrative support network is not available.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work autonomously, with supervising responsibilities. They would perform complex tasks in a range of contexts.

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

## Competency Field

General

## Elements and Performance Criteria

| ELEMENTS                                    | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Elements describe the essential outcomes    | Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>1. Ensure personnel readiness</b>        | <p>1.1 Obtain detailed knowledge of personnel information to enable an appreciation of individual circumstances.</p> <p>1.2 Access information about readiness requirements from organisational information systems.</p> <p>1.3 Monitor accessible information to ensure the state of personnel readiness is known.</p> <p>1.4 Inform personnel of their readiness obligations to the organisation to ensure compliance through self-management.</p> <p>1.5 Gather and review readiness records and documentation to determine personnel progress with readiness maintenance requirements.</p> <p>1.6 Plan and implement opportunities to maintain personnel readiness.</p> <p>1.7 Seek technical advice on readiness policy and procedure to enable administrative actions.</p> <p>1.8 Report information on personnel readiness to designated authorities including specific information on and strategies planned to address personnel who are 'not ready'.</p> <p>1.9 Implement administrative actions for personnel identified as permanently 'not ready'.</p> <p>1.10 Identify personnel entitled to readiness waivers by designated authorities.</p> <p>1.11 Compile and submit waiver documentation for consideration.</p> |
| <b>2. Administer personnel entitlements</b> | <p>2.1 Obtain and review organisational policies and procedures relevant to personnel entitlements using information systems.</p> <p>2.2 Identify entitlements against personnel individual circumstances using personnel information.</p> <p>2.3 Access entitlement application forms to be completed by personnel and provide general instructions and guidance to personnel.</p> <p>2.4 Monitor progress of entitlement applications to ensure timely and efficient handling by the administrative stream of the organisation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>3. Ensure personnel welfare</b>          | <p>3.1 Inform personnel of welfare requirements specific to their employment, and of welfare support services available to them.</p> <p>3.2 Maintain welfare related documentation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                           | 3.3 Respect religious preferences and, where suitable to organisational requirements, facilitate opportunities to participate in religious events.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>4. Administer personnel discipline</b> | <p>4.1 Communicate standards of organisational discipline to personnel in order to promote appropriate behaviour and conduct.</p> <p>4.2 Recognise and respond to behaviour in contradiction of organisational disciplinary standards.</p> <p>4.3 Take organisational discipline administrative actions in response to significant breaches of organisational policies and procedures or disciplinary standards.</p> <p>4.4 Counsel personnel to improve behaviour of and compliance with disciplinary standards.</p> <p>4.5 Monitor own behaviour in order to ensure conduct is in accordance with organisational policies and procedures or disciplinary standards.</p> |

## Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

|          |   |   |   |   |         |   |   |   |   |         |   |   |   |   |                    |   |   |   |   |             |   |   |   |   |
|----------|---|---|---|---|---------|---|---|---|---|---------|---|---|---|---|--------------------|---|---|---|---|-------------|---|---|---|---|
| 1        | 2 | 3 | 4 | 5 | 1       | 2 | 3 | 4 | 5 | 1       | 2 | 3 | 4 | 5 | 1                  | 2 | 3 | 4 | 5 | 1           | 2 | 3 | 4 | 5 |
| Learning |   |   |   |   | Reading |   |   |   |   | Writing |   |   |   |   | Oral communication |   |   |   |   | Numeracy NA |   |   |   |   |

Performance variables:

|         |   |   |   |   |         |   |   |   |   |                 |   |   |   |   |                 |   |   |   |   |
|---------|---|---|---|---|---------|---|---|---|---|-----------------|---|---|---|---|-----------------|---|---|---|---|
| 1       | 2 | 3 | 4 | 5 | 1       | 2 | 3 | 4 | 5 | 1               | 2 | 3 | 4 | 5 | 1               | 2 | 3 | 4 | 5 |
| Support |   |   |   |   | Context |   |   |   |   | Text complexity |   |   |   |   | Task complexity |   |   |   |   |

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

## Unit Mapping Information

This unit supersedes and is equivalent to DEFCM306A Administer personnel.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>

Companion Volume implementation guides are found in VETNet -

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# Assessment Requirements for DEFGEN016 Administer personnel

## Modification History

| Release | Comments                                                                                                                                                                                                                                                                                          |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | <p>These Assessment Requirements were released in DEF Defence Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none"><li>• Assessment Requirements created drawing upon specified assessment information from superseded unit</li></ul> |

## Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- accessing and compiling complex organisational forms and applications
- analysing and validating information
- conducting interviews to obtain detailed personal information
- transacting a range of administrative actions including:
  - administrative warning
  - notice to show cause
  - pay adjustment

## Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- counselling techniques
- organisational disciplinary standards and laws
- organisational information systems
- organisational personnel entitlements
- organisational readiness requirement specific to individual service
- organisational support
- organisational welfare infrastructure, policy and procedures
- organisational writing standards
- personnel support agencies

## Assessment Conditions

Competency should be assessed in an actual workplace or in a simulated environment, with access to equipment and infrastructure appropriate to the outcome. Competency should be demonstrated over time to ensure the candidate is assessed across a variety of situations.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

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