

RTC4908A**Supervise work routines and staff performance****Unit Descriptor**

Supervise work routines and staff performance

Unit Sector

No sector assigned

ELEMENT**PERFORMANCE CRITERIA**

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|---|---|
| 1. Communicate work roles | 1.1 Roles and responsibilities of staff are clearly defined and documented.
1.2 Skills of staff are accurately identified and matched with available tasks and duties.
1.3 Requirements of jobs are clearly identified and communicated to personnel.
1.4 Information on activities are developed and provided to personnel.
1.5 OHS policy and procedures are effectively communicated and implemented. |
| 2. Coordinate activities | 2.1 Work activities are prioritised to ensure completion of outcomes in accordance with available timelines.
2.2 Work plans are developed to establish appropriate targets and objectives of activities.
2.3 Training and learning opportunities are identified and incorporated into work activities.
2.4 Supervisory and reporting responsibilities are clear and maintained in line with organisational requirements.
2.5 Enterprise environmental policy and procedures are effectively communicated and implemented. |
| 3. Maintain effective working relations | 3.1 Problems are recognised and addressed through discussion with work group.
3.2 Assistance is sought from work group members when difficulties arise in achieving allocated tasks.
3.3 Discussion and information sharing is routinely used to communicate requirements of work activities through a participative approach.
3.4 Disagreements and conflicts are managed constructively using appropriate conflict management strategies. |
| 4. Provide feedback | 4.1 Feedback is clear, constructive and provided promptly to individuals to support achievement of outcomes.
4.2 Difficult situations are identified and negotiated to achieve results in line with organisational requirements.
4.3 Team and individual performances are monitored regularly to ensure personnel are able to achieve goals.
4.4 Supervisory structures and lines of reporting are maintained in accordance with organisational requirements. |

KEY COMPETENCIES

What processes should be applied to this competency standard? There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	Information with regard to work tasks, their application and completion date may be communicated to staff.	3
Collecting analysing and organising information	Information with regard to staff performance may be observed and monitored and included in feedback via staff performance appraisals.	3
Planning and organising activities	Training activities may be planned and coordinated around work schedules or sequenced as required.	3
Working with others and in teams	Team work may be applied in methods and procedures to complete work tasks to achieve work plan requirements.	3
Using mathematical ideas and techniques	Mathematical techniques may be applied in the calculation of time sheets and the measurement of production outputs.	3
Solving problems	Staffing or resource problems may require alternative options to be implemented or may be addressed through adjustments to work schedule.	3
Using technology	To communicate job tasks, develop staff training programs, measure productivity, and record staff performance appraisals.	3

RANGE STATEMENT

How might staff roles and responsibilities be defined and communicated?

Duty statements, workplans, defined areas of decision-making, job description and employment arrangements, team structures, supervision and accountability requirements, and enterprise policy compliance.

What OHS requirements may be applicable to this standard?

- Systems and procedures for the safe operation and maintenance of machinery and equipment.
- Assessment of hazards and appropriate control measures.
- Procedures for safe lifting, carrying and manual handling.
- Safe systems and procedures for the handling and storage of hazardous substances, and grain.
- The appropriate use, maintenance and storage of personal protective clothing and equipment.
- Accident/incident investigation.
- Working at heights and confined spaces.
- Safe systems and procedures for outdoor work, basic first aid procedures.
- Personal hygiene standards.
- Protection from hazardous noise.
- Mechanical vibration.

What training and learning opportunities might be identified for staff?

Coaching, mentoring and/or supervision, formal and informal learning programs, internal and external training, provision of work experience and exchange opportunities, personal study and career planning and development, performance appraisals, workplace skills assessment, recognition of prior learning, and self assessment.

What positive environmental practices associated with work activities may be implemented?

Measures to reduce excessive noise and exhaust emissions, the safe use and disposal of hazardous substances and debris associated with machinery and equipment, effective water re-use systems and effluent disposal systems, the incorporation of organic matter into the soil, and measures to avoid soil disturbance associated with machinery operation and the protection of ground cover in holding or confined areas with high density animal activity.

What difficult situations might arise for negotiation?

Conflicts in priorities, resource constraints, lack of information, supplier delays, differences in opinion, interpersonal conflict, hazardous events, time constraints, and shortfalls in expected outcomes.

What supervisory structures might be relevant to this standard?

Coach/mentor, supervisor or manager, and work colleagues.

EVIDENCE GUIDE

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- Enterprise personnel processes.
- Enterprise organisational structure and responsibilities.
 - Techniques for building trust and relationships.
 - Principles of team work and negotiation.
 - Performance appraisal systems and procedures.
 - Principles of time management.
 - Conflict management techniques.
 - Enterprise training requirements and processes.
 - Relevant State/Territory legislation, regulations and Codes of Practice with regard to workplace OHS, environmental protection, and the use and control of hazardous substances and machinery and equipment.
- Hazard identification, assessment and control.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some complementary skills are required. These include the ability to:

- Supervise and instruct staff to achieve work activities.
- Delegate and allocate tasks.
- Assess and evaluate staff competency.
- Identify and provide training requirements.
- Plan and monitor ongoing training needs.
- Plan timesheets and timetables to meet deadlines.
- Demonstrate effective time management.
- Demonstrate safe workplace and environmentally responsible practices.
- Solve problems (staffing, resources).
- Communicate information and instructions, provide feedback and prepare reports and performance appraisals.
- Calculate timesheets and measure productivity.

Are there other competency standards that could be assessed with this one?

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function.

Essential Assessment Information

There is **critical information about assessing this competency standard for consistent performance and where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to both the **Assessment Guidelines** and the relevant **Sector Booklet**.