



Australian Government

SIRXMGT001 Supervise and support frontline team members

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor the work activities and performance standards of team members to ensure organisational and team goals are achieved to an expected standard.

It applies to individuals working in frontline roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

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

Pre-requisite Unit

Nil

Competency Field

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Communicate with the team.
2. Monitor team performance.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1.Communicate organisational vision and individual responsibilities clearly to team members.
- 1.2.Inform team members of expected standards of work and behaviours.
- 1.3.Provide team members with relevant information regarding sales targets and team goals.
- 2.1.Follow up allocated tasks and check that standards of performance are met.
- 2.2.Provide feedback to team members on their performance

- when required standards are not met.
- 2.3. Recognise team member's efforts when high, or improved, standards of performance are displayed.
- 2.4. Determine factors contributing to poor performance and implement solutions for improved performance.
- 2.5. Recognise training needs of team members and notify relevant personnel as required.
- 3. Promote team morale.
 - 3.1. Determine team motivators and seek opportunities to improve motivation.
 - 3.2. Create a supportive team environment where all members feel valued.
 - 3.3. Encourage team members to share their views and feedback regarding the workplace and value their input.
 - 3.4. Treat all team members equally and with respect.

Foundation Skills

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

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>

Assessment Requirements for SIRXMGT001 Supervise and support frontline team members

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- supervise a work team, across the duration of two different work shifts, to ensure organisational and team goals are achieved
- demonstrate the following skills during supervision of the above work shifts:
 - communicating responsibilities and expected standards of work to team members
 - implementing techniques to motivate team members and improve team morale
 - providing feedback on team members performance
 - monitoring team members for:
 - adherence to policies and procedures
 - customer service standards
 - productivity
 - team interactions.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- primary role of team supervisors
- organisational performance standards for frontline tasks
- strategies and techniques for:
 - effective communication with team members
 - improving team and individual morale
 - increasing team and individual productivity
 - creating a team environment in the workplace
 - motivation others
 - providing feedback regarding performance
 - constructive feedback
 - recognition of positive performance
- importance of providing team members with an understanding of the commercial impacts of their behaviours and goal attainment.

Assessment Conditions

Skills must be demonstrated in:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant organisational documentation:
 - performance standards for frontline tasks
 - organisational vision
 - key elements and steps of frontline tasks
- team members; these can be:
 - individuals in an industry workplace, or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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