



Australian Government

SIRXTAD001 Train others in frontline tasks

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide informal on-the-job training to frontline team members.

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

Training and Development

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify training needs.	1.1. Identify training needs of team member based on performance and organisational requirements. 1.2. Determine opportunities for on-the-job training and plan time and resources to conduct training. 1.3. Refer identified training needs outside of own level of responsibility to relevant personnel.
2. Conduct on-the-job training.	2.1. Select appropriate training methods relevant to the training needs. 2.2. Follow organisational training plan and guidelines as required.

- 2.3. Demonstrate task in sequence providing clear instruction and basic steps for task completion.
- 2.4. Provide opportunities for team members to ask questions; provide answers and additional information as required.
- 2.5. Observe team member practise the task under supervision, and provide guidance as required.
- 3. Review team member performance.
 - 3.1. Question team member during performance to verify capacity to correctly complete task.
 - 3.2. Observe team member carry out task unassisted to determine if further training is required.
 - 3.3. Provide constructive feedback on task performance.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

SKILLS	DESCRIPTION
Problem-solving skills to:	• modify approach to training based on trainee verification of task requirements and ability to undertake task.
Teamwork skills to:	• offer positive encouragement throughout the completion of training.

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 SIRXTAD001 Train others in frontline tasks

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:

- follow organisational policies and procedures for task completion to provide on-the-job training for two different team members involving two different routine frontline tasks
- for the above on-the-job training sessions:
 - identify training requirements of the trainee
 - demonstrate and communicate task requirements
 - observe trainee completing task and offer guidance and encouragement
 - evaluate trainee performance and provide feedback
 - communicate organisation requirements for task completion:
 - expected standards
 - expected timeframes
 - relevant policies and procedures.

Knowledge Evidence

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

- organisational policies and procedures for task completion
- basic principles of on-the-job training:
 - listening to trainee
 - observing and evaluating trainee competency
 - providing feedback
- techniques for informal on-the-job training:
 - communication
 - guidance and feedback
 - training methods:
 - demonstration
 - shadowing
 - explanation
 - questioning
- common learning styles and techniques for catering for various learning styles.

Assessment Conditions

Skills must be demonstrated in a services industry environment. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure access to:

- relevant documentation:
 - organisational policies and procedures for task completion
 - organisational expected standards and timeframes for task completion.
- team members in need of on-the-job training; 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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