



Australian Government

AHCWRK403 Supervise work routines and staff performance

Release: 1

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Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to supervise work routines and staff performance.

This unit applies to individuals who take responsibility for their own work and for the quality of the work of others within known parameters. They provide and communicate solutions to a range of predictable and sometimes unpredictable problems.

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

Work (WRK)

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 roles	1.1 Define and document the roles and responsibilities of staff 1.2 Identify the skills of staff and match with available tasks and duties 1.3 Identify the requirements of jobs and communicate to personnel 1.4 Develop information on activities and provide to personnel 1.5 Implement work health and safety policy and procedural requirements for supervisors
2. Coordinate activities	2.1 Prioritise work activities to ensure completion of tasks within

Element	Performance criteria
	available timelines 2.2 Develop work plans to establish targets and objectives of activities, and to define tasks and timelines 2.3 Identify training and learning opportunities and incorporate into work activities 2.4 Clarify supervisory and reporting responsibilities and maintain 2.5 Implement enterprise environmental policy and procedures for supervisors
3. Maintain effective working relations	3.1 Recognise and address problems through discussion with work group 3.2 Seek assistance from work group members when difficulties arise in achieving allocated tasks 3.3 Use discussion and information sharing routinely to communicate requirements of work activities through a participative approach 3.4 Manage disagreements and conflicts constructively using appropriate conflict management strategies
4. Provide feedback	4.1 Provide clear and constructive feedback to individuals to support achievement of outcomes 4.2 Identify difficult situations and use negotiation techniques to achieve results 4.3 Monitor team and individual performances regularly to ensure personnel are able to achieve goals 4.4 Maintain supervisory structures and lines of reporting

Foundation Skills

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

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCWRK403A Supervise work routines and staff performance.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>