Modification history

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| Release | Comments |
| Release 1 | This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 9.0. |

| AHCWRK409 | Supervise work routines and staff performance |
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| Application | This unit of competency describes the skills and knowledge required to supervise work routines and staff performance.  The unit applies to individuals who apply specialist skills and knowledge to supervising work routines and staff performance. This includes applying and communicating non-routine technical solutions to predictable and unpredictable problems.  All work must be carried out to comply with workplace procedures, health and safety in the workplace requirements, legislative and regulatory requirements and sustainability practices.  No licensing, legislative or certification requirements apply to this unit at the time of publication. |
| Prerequisite Unit | Nil |
| Unit Sector | Work (WRK) |

| Elements | Performance Criteria |
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| Elements describe the essential outcomes. | Performance criteria describe the performance needed to demonstrate achievement of the element. |
| 1. Communicate work roles | 1.1 Confirm the roles and responsibilities of staff  1.2 Identify the skills of staff and match with tasks and duties  1.3 Communicate job requirements and information to staff  1.4 Implement workplace health and safety, and environmental policies and procedures |
| 2. Coordinate activities | 2.1 Develop staff work plans to establish tasks and timelines  2.2 Prioritise work activities within available timelines  2.3 Identify and incorporate training and learning opportunities into work activities  2.4 Clarify and maintain supervisory and reporting responsibilities |
| 3. Maintain effective working relations | 3.1 Recognise and address problems  3.2 Seek assistance from team members to achieve allocated tasks  3.3 Conduct routine collaborative team meetings  3.4 Use appropriate conflict management strategies to address disagreements  3.5 Support reporting lines and supervisory structures |
| 4. Provide feedback | 4.1 Monitor team and individual performance  4.2 Provide clear and constructive feedback to team members to support achievement of outcomes |

| Foundation Skills  This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria. | |
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| Skill | Description |
| Oral communication | * Use clear language and standard industry terminology to allocate tasks and duties, coordinate activities, provide training, maintain work relations and provide feedback |

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| Unit Mapping Information | | | |
| Code and title current version | Code and title previous version | Comments | Equivalence status |
| AHCWRK409 Supervise work routines and staff performance | AHCWRK403 Supervise work routines and staff performance | Minor changes to application  Major and minor changes to performance criteria  Foundation skills added  Major and minor edits to performance and knowledge evidence and assessment conditions | Not equivalent |

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| Links | Companion Volumes, including Implementation Guides, are available at VETNet: <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72> |

| TITLE | Assessment requirements for AHCWRK409 Supervise work routines and staff performance |
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| Performance Evidence | |
| An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.  There must be evidence that the individual has supervised work routines and staff performance on at least two occasions and has:   * identified and matched staff skills to tasks and duties * supervised and instructed staff to achieve work activities * implemented workplace health and safety and environmental policies and procedures * developed and communicated staff work plans * identified and incorporated training and learning activities * promoted and maintained effective relationships with team members * monitored team member performance and provided feedback. | |

| Knowledge Evidence |
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| An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:   * leadership principles for maintaining the work team * workplace organisational structure and responsibilities * workplace requirements applicable to health and safety in the workplace for supervising work routines and staff performance * environment and employment legislation, regulations and codes of practice relevant to supervising work routines and staff performance * principles of time management * workplace training requirements and processes * techniques for building trust and relationships * principles of teamwork and negotiation * conflict management techniques * performance appraisal policies and procedures. |

| Assessment Conditions |
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| Assessment of the skills in this unit of competency must take place under the following conditions:   * physical conditions: * a workplace setting or an environment that accurately represents workplace conditions * resources, equipment and materials: * computer hardware and software * specifications: * workplace health and safety, environment and employment legislation, regulations and codes of practice relevant to supervising work routines and staff performance * relationships: * team members.   Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards. |

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