

Competency Standard

UNIT TITLE: USE ENGLISH AT A SUPERVISORY LEVEL		NOMINAL HOURS: 120
UNIT NUMBER: D2.LAN.CL10.02		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to use English at a supervisory level in the workplace.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Use English to induct new employees</p> <p>1.1 Welcome new employee(s) and introduce them to <i>key personnel</i></p> <p>1.2 Explain how the position relates to others in the company</p> <p>1.3 Speak positively about the company structure, goals and priorities</p> <p>1.4 Give information about the new <i>employee's roles and responsibilities</i></p> <p>1.5 Show and explain <i>features in the work area</i></p> <p>1.6 Outline details of any <i>training requirements</i></p> <p>Element 2: Conduct a staff meeting</p> <p>2.1 Notify all relevant staff of scheduled staff meeting</p> <p>2.2 Draw up an agenda for the staff meeting</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to supervisors in all industry sectors within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>To induct new employees</i> may include:</p> <ul style="list-style-type: none"> • Being able to make the new employee feel welcome and part of the team through a warm manner and by making appropriate introductions to other employees • Being able to clearly explain company organisation structure and reporting lines 	

<p>2.3 <i>Chair the meeting</i></p> <p>2.4 <i>Develop an action plan and dates</i></p> <p>Element 3: Supervise and motivate a work team</p> <p>3.1 Give clear instructions of work to be completed and realistic deadlines</p> <p>3.2 Check instructions have been understood by all involved</p> <p>3.3 <i>Give constructive feedback on performance</i></p> <p>3.4 Seek suggestions for improvements from staff</p>	<ul style="list-style-type: none"> • Being able to explain company goals and priorities • Being able to answer questions about employee's leave entitlements and absence procedures. <p><i>Key personnel may include:</i></p> <ul style="list-style-type: none"> • Human resources department staff members • Team leaders • Co-workers • Information technology (it) support staff • Fire warden • First aid officer • Training manager • Finance staff. <p><i>Employees roles and responsibilities may include:</i></p> <ul style="list-style-type: none"> • Presenting a professional manner • Punctuality • Reporting occupational health, safety and welfare or other issues identified by local rules or regulations • Absenteeism responsibilities. <p><i>Features in the work area may include:</i></p> <ul style="list-style-type: none"> • Personal work space, lockers, bathrooms, lunch room • Security issues such as opening and closing times and routines • Storage of supplies • Notice boards
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- Computers and log on requirements
- Location of first aid kits
- Photocopy facilities
- Emergency evacuation points.

Training requirements may include:

- Occupational health, safety and welfare
- Information technology (IT)
- Telephone answering protocols
- First aid
- Customer service
- Sales and marketing
- Equipment maintenance
- Quality assurance.

Chair a meeting may include:

- Welcome and introductions
- Adherence to the agenda
- Appointment of someone else to take the minutes of the meeting
- Management of the group dynamics by allowing contributions from everyone rather than letting one or two people dominate the discussion
- Keeping the discussion on track and sticking to the time allotted
- Clearly stating the problem or priorities
- Summarising points of view objectively

- Agreeing who is going to do what and by when in a set of action steps in the action plan
- Setting the time and date for the next meeting.

Develop an action plan and dates relates to:

- The identification of who is to do the agreed action
- The date the action is to be completed.

Constructive feedback on performance may include:

- Genuine praise
- Suggestions on how to improve performance
- Suggestions for alternative strategies to complete a task
- Outline of consequences if certain steps are not carried out correctly.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- The enterprise's policies and procedures in regard to a supervisory role
- Ability to induct new employees to the enterprise
- Ability to explain the employee's role and responsibilities and how the position relates to others within the enterprise
- Ability to explain the structure of the enterprise and its goals and priorities
- Ability to conduct a staff meeting
- Ability to explain the scope of a work task by giving clear instructions
- Ability to give constructive feedback to employees.

Linkages To Other Units

- Build and maintain a team approach to service delivery
- Apply industry standards to team supervision
- Implement, monitor and evaluate a training and development program
- Develop and supervise operational approaches
- Plan and promote training courses
- Manage and resolve conflict situations
- Use oral English to convey a complex exchange of ideas
- Read and write English at an advanced level
- Read and write English at a supervisory level.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of the role of the supervisor when inducting new employees
- Demonstrated ability to explain job roles, responsibilities and links with other positions within the enterprise
- Demonstrated ability to explain the organisation structure of the enterprise, its goals and priorities for the future
- Demonstrated ability to conduct a successful staff meeting by welcoming and introducing everyone, adhering to the agenda, starting and finishing the meeting on time and developing a clear action plan
- Demonstrated ability to supervise and motivate a work team by giving clear instructions, appropriate feedback and relevant suggestions for improvement.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace with suitably qualified English as a Second Language (ESL) teachers; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Worksheets
- Observation of practical candidate performance
- Role plays
- Oral and written questions
- Case studies and simulations
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

	Key Competencies	Level	Examples
	Collecting, organising and analysing information	2	Research information about the enterprise's structure, goals and priorities
	Communicating ideas and information	2	Chair a staff meeting
	Planning and organising activities	2	Develop an action plan
	Working with others and in teams	2	Give constructive feedback
	Using mathematical ideas and techniques	2	Develop a timeline in an action plan
	Solving problems	2	Seek suggestions to improve performance
	Using technology	2	Use office equipment, including computers