
Workplace supervisor quick reference FAQs

1. Who can be a suitable workplace supervisor?

A workplace supervisor:

- Must hold a relevant qualification/unit of competency, or
- Have at least 3 years of recent and relevant industry experience in the work area or unit process
- Does not need a TAE qualification

Supervisors may include managers, senior colleagues, technical experts, or other experienced personnel authorised by the employer. Supervisors' skills and experience must be current and relevant to the workplace tasks being assessed, and their suitability must be validated and documented before they act in this role.

2. What are the main responsibilities of a workplace supervisor?

Supervisors are responsible for:

- Briefing the learner on the workplace context and expectations before tasks begin
- Ensuring learners have access to the required people, resources, and systems
- Observing key activities where required and providing constructive feedback
- Verifying learner activities via signed forms, email confirmation, or documented feedback
- Supporting learners to perform tasks safely and to workplace standards
- Being available for follow-up by TRILITY's assessor if further clarification is needed

Note: Supervisors cannot make independent assessment decisions; all evidence must be validated by a qualified assessor. Their input supports the validity and sufficiency of assessment evidence.

3. Are supervisors required to be present for all tasks?

Supervisors should be able to observe and report on routine tasks, but continuous presence is not required. Supervisors are required to be present for specific workplace activities that require direct supervision for assessment purposes, and all observations must be documented to ensure assessment validity.

4. What evidence is required from supervisors?

- A completed Workplace Supervisor/Specialist Details form
- Accompanied by either:
 - A copy of the qualification/unit, OR
 - A signed statement of relevant experience

In line with assessment requirements, acceptable verification includes:

- Signed observation forms or workplace reports
- Email confirmation from supervisor or other authorised personnel
- Documented feedback, meeting notes, or workplace records
- Photographic/video evidence endorsed by supervisor

Note: All evidence must be authentic, valid, and systematically recorded in the learner's file and securely stored for audit purposes.

5. Role of Supervisors in RPL (Recognition of Prior Learning)

- If learners are completing units or qualifications via RPL, supervisors may still need to provide verification of key activities. Supervisors are critical in maintaining audit compliance

6. If a suitable supervisor is unavailable

- If the nominated supervisor becomes unavailable or cannot provide verification, then the employer is required to assign an alternative supervisor (e.g., team leader or senior operator) and notify TRILITY's team and the assigned Trainer/Assessor

7. Key tips for supervisors

- Focus on guidance, access, and verification rather than continuous supervision
- Keep documentation accurate and mapped to unit requirements
- Notify the TRILITY immediately if there is any change in the supervisor
- Provide constructive feedback and confirm that learner activities meet workplace and project standards