FDFPPL3002A Report on workplace performance

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to collate and maintain workplace records to enable the monitoring and reporting of workplace performance.

Application of the Unit

Application of the unit	This unit would typically apply to a team leader or person responsible for monitoring and reporting on performance of a work area or section.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify recording and reporting requirements	1.1. The purpose of recording performance-related information is identified 1.2. Recording and reporting responsibilities are identified 1.3. Recording and reporting systems and formats are identified
2. Maintain workplace information	2.1. Records are complete, timely and accurate 2.2. Performance information is recorded in required format to meet workplace reporting requirements 2.3. Errors or discrepancies in recording are identified and corrected or notified to appropriate personnel 2.4. Variances are identified, investigated and reported according to workplace procedure 2.5. Requests for information are assessed, prioritised and addressed to meet required timelines
3. Maintain security of workplace information	3.1. Access levels and authorities are identified 3.2. Security of workplace records and reports is maintained 3.3. Security breaches are identified and reported to appropriate personnel

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
Ability to: • identify and use recording/reporting formats and systems • identify information security requirements and procedures for responding to/reporting a security breach • collect and collate information to be recorded as required • assess information to confirm that it is complete and accurate and follow up inaccurate recording with relevant personnel • identify significant performance variation, investigate and report cause/s • prepare reports in required format to meet reporting timelines • respond to information requests on a timely basis • use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor • work cooperatively within a culturally diverse workforce
Required knowledge
Knowledge of: • the purpose and responsibilities for the information records and reports to be maintained or produced, including accuracy levels and timeliness of recording and reporting • techniques used to collate and assess information, including typical recording outcomes to identify unusual or incorrectly recorded information • likely causes of variation and related reporting responsibilities • information system access levels and codes, such as levels within software • communication skills relevant to reporting role

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Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of ability to: • describe the reporting and recording systems and procedures for work area • record information on work performance in accordance with reporting procedures • report variances and inconsistencies • maintain security of work documentation.
Context of and specific resources for assessment	Assessment must occur in a real or simulated workplace where the assessee has access to: • advice on workplace policies, codes of practice and procedures • workplace information/records • recording/reporting formats and systems.
Method of assessment	This unit should be assessed together with core units and other units of competency relevant to the function or work role.
Guidance information for assessment	To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Policies and procedures	Work is carried out in accordance with company policies, procedures, regulatory and licensing requirements, legislative requirements and industrial awards and agreements
Information recorded and reported	Information recorded and reported may include but is not limited to: • collation of information recorded by others, such as timesheets, log sheets, recipes/specifications, operating procedures, production statistics, downtime, labour and materials usage levels
Recording systems	Recording systems may: • be carried out manually or involve the use of use of planning and systems control software, such as SAP and MRPII

Unit Sector(s)

Unit sector	People management/planning/logistics

Competency field

Competency field	

Co-requisite units

Co-requisite units		