



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **LMTGN3006B Take responsibility for visitors and new employees**

**Revision Number: 1**

## **LMTGN3006B Take responsibility for visitors and new employees**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit covers the knowledge and skills to provide visitors and new employees with supervision required to ensure that they can conduct their activities safely and effectively.

## Application of the Unit

### Application of the Unit

The unit covers the provision of introductions to people, work areas and processes relevant to the activities to be conducted by the visitor or new employee. It could be delivered within an induction context for a new employee or to meet the specific information needs of a visitor. These responsibilities are undertaken within the capacity of normal job function.

Work may be conducted in a variety of environments such as operational workplaces, restricted spaces, hazardous, controlled or exposed conditions and day or night operations.

Work may be conducted in small to large scale enterprises and may involve individual and team activities.

The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling

This unit requires the application of skills associated with planning and organising for the safe and efficient supervision of a visitor or new employee to the organisation. Team work and communication skills are required to facilitate the meeting of visit or induction objectives.

## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

### Prerequisites

## Employability Skills Information

**Employability Skills** This unit contains employability skills.

### Elements and Performance Criteria Pre-Content

Not applicable.

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan visit	<p>1.1 Objectives of visit are clarified with supervisor or <i>appropriate person</i>.</p> <p>1.2 <i>Required activities</i> and timing for visit are confirmed.</p> <p>1.3 <i>Role</i> for visit is confirmed.</p> <p>1.4 Visit is planned to meet set objectives according to workplace practices and to minimal disruption to others in the workplace.</p>
2 Receive visitor or new employee	<p>2.1 Visitor or new employee is welcomed.</p> <p>2.2 Objectives and plan for visit are confirmed or explained.</p> <p>2.3 Required documentation is completed.</p> <p>2.4 Relevant <i>personal protective equipment</i> and safety requirements are discussed with visitor or new employee and implemented as required.</p> <p>2.5 Confidentiality, security and ethical considerations relevant to visit are confirmed.</p>
3 Conduct required activities	<p>3.1 Required activities are conducted according to <i>OHS practices</i>.</p> <p>3.2 Enterprise is represented positively in all interactions.</p> <p>3.3 Visitor or new employee questions are responded to appropriately.</p> <p>3.4 Communication skills appropriate to visit are used.</p>
4 Complete visit requirements	<p>4.1 Documentation is completed according to requirements for visit or induction.</p> <p>4.2 Outcomes of visit or induction are checked against objectives and required activities.</p> <p>4.3 Further information or activity requirements are identified and reported to appropriate personnel.</p> <p>4.4 Further information or activity requirements are confirmed with visitor or new employee.</p>

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level, required for this unit

Demonstrates knowledge of:

- production processes and procedures
- location of materials, equipment and designated work areas
- workplace emergency and evacuation procedures
- organisational structure and key personnel
- procedures and guidelines applicable to visitors and new employees
- quality standards and practices
- location and use of necessary safety equipment, including personal protective equipment
- OHS practices, including hazard identification and control measures
- workplace practices
- recording and reporting practices

Demonstrates skills to:

- plan workplace visits
- identify and apply risk control measures
- read, interpret and follow information on work specifications, standard operating procedures and work instructions, and other reference material
- maintain accurate records
- communicate within the workplace
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OHS practices

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package..

<b>Critical aspects of evidence</b>	Demonstrates skills and knowledge to: <ul style="list-style-type: none"><li>• plan and implement appropriate activities</li><li>• welcome and positively communicate with visitor or new employee</li><li>• accurately follow workplace procedures relevant to workplace visits or inductions</li><li>• communicate about hazards and risks in the workplace</li></ul>
<b>Consistency in performance</b>	Consistently applies skills and knowledge when: <ul style="list-style-type: none"><li>• organising work</li><li>• completing tasks according to instructions</li><li>• working systematically with attention to detail</li><li>• identifying improvements and avoiding damage</li><li>• using workplace practices</li><li>• using OHS practices</li><li>• recording and reporting accidents and incidents</li><li>• assessing operational readiness of equipment</li><li>• recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions</li></ul>
<b>Resource implications</b>	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
<b>Context for assessment</b>	Assessment may occur on the job or in an appropriately simulated environment.
<b>Interdependent assessment</b>	This unit may be assessed independently or in combination with other relevant units.

## 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. Add any 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.

**Legislative/regulatory requirements** All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.

**Appropriate person may include:**

- visitor
- manager
- human resources personnel
- operations or line managers
- other workplace personnel

**Role may include:**

- tour guide
- coach or mentor
- inductor
- company representative
- facilitator
- observer
- expert
- employee or team member

**Required activities may include:**

- introduction to staff
- introduction to workplace
- tour of work areas or facilities
- explanation of work processes
- completion of documentation
- coaching or on-the-job training for job activities
- explanation and implementation of safe work practices
- reporting back to appropriate personnel
- hazard identification

**Personal protective equipment may include:**

- goggles or face shields
- ear plugs
- safety headwear
- safety boots, gloves and appropriate clothes

**OHS practices** OHS practices include hazard identification and control, risk assessment and implementation of risk reduction measures specific to the tasks described by this unit, and may relate to:

- manual handling techniques
- standard operating procedures

- personal protective equipment
  - safe materials handling
  - taking of rest breaks
  - ergonomic arrangement of workplaces
  - following marked walkways
  - safe storage of equipment
  - housekeeping
  - reporting accidents and incidents
  - environmental practices
- Communication skills may include:
- asking and answering questions
  - active listening
  - checking meaning
  - clarifying
  - use of tone
  - appropriate use of body language
  - demonstration, explanation, instruction
  - selection of communication mediums, including verbal, written, visual

## Unit Sector(s)

**Sector** All