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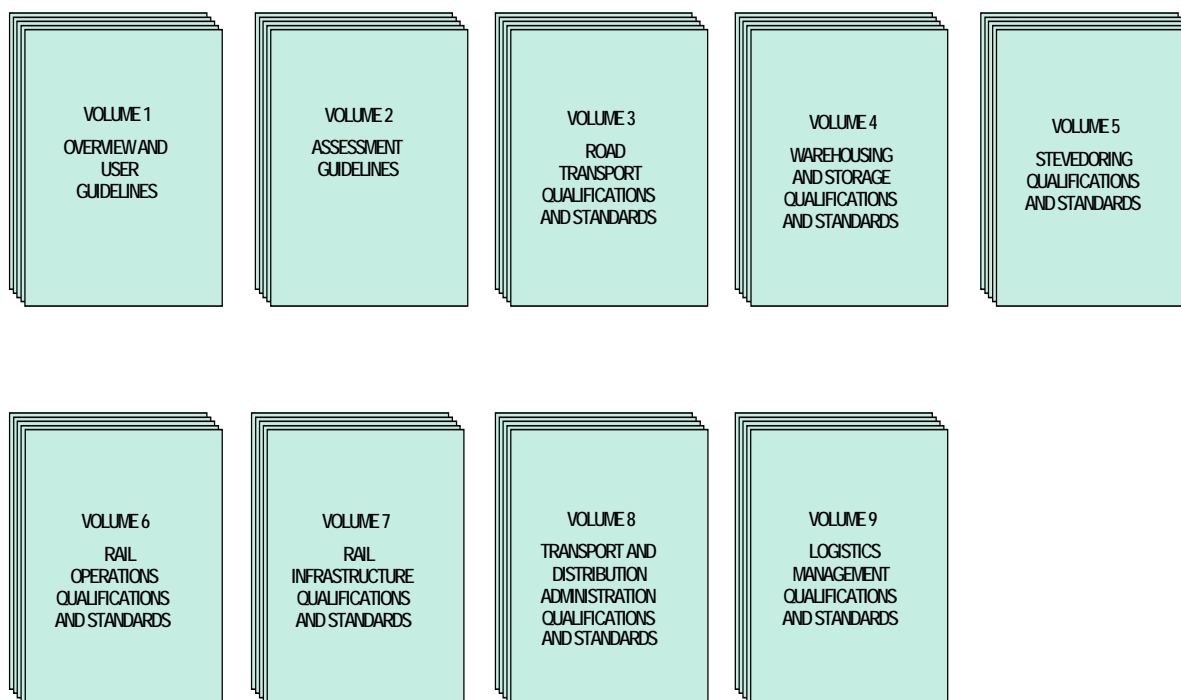
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INTRODUCTION

CONTENTS OF OTHER VOLUMES IN THE ENDORSED COMPONENTS OF THE TRAINING PACKAGE

The Transport and Distribution Training Package (Code TDT02) is organised into nine volumes for the convenience of users. The contents of each volume are summarised below:



VOLUME 1 OVERVIEW AND USER GUIDELINES

- 1.1 What is a Training Package?
- 1.2 A Guide to the Organisation of the Training and Distribution Training Package
- 1.3 Scope of the Transport and Distribution Training Package
- 1.4 The Processes for the Development and Review of the Training Package
- 1.5 Licensing and Regulatory Considerations
- 1.6 Summary of the Changes Made as a Result of the Review of the Training Package
- 1.7 Common Units across Sectors
- 1.8 Importing of Units from Other Training Packages

VOLUME 2 ASSESSMENT GUIDELINES

- 2.1 Introduction
 - 2.1.1 What are Assessment Guidelines?
 - 2.1.2 Training And Regulatory Requirements In The Transport And Distribution Industry
- 2.2 Assessment System Overview
 - 2.2.1 Benchmarks for Assessment
 - 2.2.2 Australian Recognition Framework Assessment Requirements for RTOs
 - 2.2.3 Mutual Recognition
 - 2.2.4 Partnership Arrangements
 - 2.2.5 Recording Assessment Outcomes

VOLUME 2 ASSESSMENT GUIDELINES cont.

- 2.2.6 Reporting Assessment Outcomes
 - 2.2.7 Quality Assurance Mechanisms
 - 2.2.8 Licensing Requirements
 - 2.2.9 Assessment Pathways
 - 2.2.10 Recognition of Prior Learning and Current Competency
 - 2.2.11 Assessment of imported units
 - 2.2.12 Review and Maintenance of the assessment System
 - 2.3 Assessor Requirements
 - 2.4 Designing Assessment Resources
 - 2.5 Conducting Assessments
 - 2.6 Further Sources
 - 2.6.1 General Resources
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- APPENDIX 1 Regulatory Requirements Applicable to the Transport and Distribution Industry and their Implications for Assessment within the Training Package
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VOLUME 3 ROAD TRANSPORT QUALIFICATIONS AND STANDARDS

- 3.1 Introduction to Road Transport Qualifications and Standards
 - 3.2 Road Transport Qualifications
 - 3.3 Road Transport Standards
 - 3.4 Importing of Units into Road Transport Qualifications
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VOLUME 4 WAREHOUSING AND STORAGE QUALIFICATIONS AND STANDARDS

- 4.1 Introduction to Warehousing and Storage Qualifications and Standards
 - 4.2 Warehousing and Storage Qualifications
 - 4.3 Warehousing and Storage Standards
 - 4.4 Importing of Units into Warehousing and Storage Qualifications
 - 4.5 Warehousing and Storage Contextualisation Statement
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VOLUME 5 STEVEDORING QUALIFICATIONS AND STANDARDS

- 5.1 Introduction to Stevedoring Qualifications and Standards
 - 5.2 Stevedoring Qualifications
 - 5.3 Stevedoring Standards
 - 5.4 Importing of Units into Stevedoring Qualifications
 - 5.5 Stevedoring Contextualisation Statement
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VOLUME 6 RAIL OPERATIONS QUALIFICATIONS AND STANDARDS

- 6.1 Introduction to Rail Operations Qualifications and Standards
 - 6.2 Rail Operations Qualifications
 - 6.3 Rail Operations Standards
 - 6.4 Importing of Units into Rail Operations Qualifications
 - 6.5 Rail Operations Contextualisation Statement
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VOLUME 7 RAIL INFRASTRUCTURE QUALIFICATIONS AND STANDARDS

- 6.1 Introduction to Rail Infrastructure Qualifications and Standards
- 6.2 Rail Infrastructure Qualifications
- 6.3 Rail Infrastructure Standards
- 6.4 Importing of Units into Rail Infrastructure Qualifications
- 6.5 Rail Infrastructure Contextualisation Statement

VOLUME 9 LOGISTICS MANAGEMENT QUALIFICATIONS AND STANDARDS

- 9.1 Introduction to Logistics Management Qualifications and Standards
 - 9.2 Logistics Management Qualifications
 - 9.3 Logistics Management Standards
 - 9.4 Importing of Units into Logistics Management Qualifications
 - 9.5 Logistics Management Contextualisation Statement
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Each Competency Standards manual includes the framework which details the requirements for completion of a qualification, under the Australian Qualification Framework.

The Transport and Distribution Training Package is subject to continuous improvement with new occupational areas and industry sectors being included as industry identifies the need. Before commencing any form of training or assessment, you must ensure delivery is from the *current version* of the Training Package.

To ensure you are complying with this requirement:

- Check the Print Version Number found just below the copyright statement on the imprint page of your current Training Package
- Contact TDT Australia:

TDT Australia
Level 1, 351 William Street
West Melbourne VIC 3003

Telephone: (03) 9320 4242
Fax: (03) 9320 4243
E-mail: tdt@tdtaustralia.com
Website: <http://www.tdtaustralia.com>

- Access the TDT website (as above) and check the latest Print Version Number, which is displayed on the Training Package order form.

In addition, user's comments and feedback on any aspect of the Training Package is encouraged and can be provided via the TDT web site.

The National Training Information Service <http://www.ntis.gov.au> also displays any changes in units of competency and the packaging of qualifications.

The modification history is also available on the website of Australian Training Products Limited: <http://www.atpl.net.au/>.

AUSTRALIAN QUALIFICATIONS FRAMEWORK

The Transport and Distribution Training Package provides significant flexibility to Registered Training Organisations, enterprises and individuals in packaging units together which lead to a qualification. This level of flexibility reflects the multiple job roles, enterprise requirements and changing technological nature of the industry.

It is expected, however, that users of this Training Package will select units which, packaged together, provide a coherent qualification, inclusive of all the competencies necessary to fulfil occupational requirements. Importantly, the flexibility of packaging available within the qualifications framework must be considered within the responsibility of individuals, enterprises and/or industry codes of practice necessary at an occupational level.

In packaging units together to form a training program, users should be aware of requirements set out in the Transport and Distribution Assessment Guidelines, and the Australian Quality Training Framework. The qualification framework within this manual provides the units available within each qualification level and requirements for completion of a qualification.

TDT11102 CERTIFICATE I IN TRANSPORT AND DISTRIBUTION (ADMINISTRATION)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate I in Transport and Distribution (Administration)

Rationale:

An administration qualification for the Road and Rail Transport, Warehousing, Storage, Stevedoring and allied Industries. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 1.

Breadth, depth and complexity of knowledge and skills would prepare a person to perform a defined range of activities most of which may be routine and predictable.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **7 units** aligned at AQF 1 comprising:

- at least 5 units and up to 7 units from those listed below, and
- up to 2 suitable units drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
C Driving Vehicle	TDTC197B Drive Vehicle
D Load Handling	TDTD197B Shift Materials Safely Using Manual Handling Methods
E Communication and Calculation	TDTE397B Participate in Basic Workplace Communication TDTE597B Carry Out Basic Workplace Calculations
F Occupational Health and Safety	TDTF197B Follow OHS Procedures TDTF297B Conduct Housekeeping Activities
G Teamwork	TDTG197B Work Effectively with Others
I Customer Service	TDTI297C Apply Customer Service Skills
L Resource Management	TDTL197B Complete Workplace Orientation/Induction Procedures
O Security	TDTO297B Follow Security Procedures

TDT21102 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ADMINISTRATION)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate II in Transport and Distribution (Administration)

Rationale:

An administration qualification for the Road and Rail Transport, Warehousing, Storage, Stevedoring and allied Industries. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 2.

Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **14 units**, comprising:

(a) **7 units** aligned at AQF 2 made up of:

- at least 5 units and up to 7 units from those listed below (aligned at AQF 2), and
- up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Distribution Certificate II qualifications, or other relevant endorsed Training Packages

and

(b) **7 units** aligned at AQF 1 made up of:

- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Distribution (Administration) (aligned at AQF 1), and
- up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
A Handling Cargo/Stock	TDTA997C Complete and Check Import/Export Documentation
	TDTA1497B Use Product Knowledge to Complete Work Operations
	TDTA2297B Participate in Stocktakes
	TDTA4804A Carry out border clearance functions
	TDTA4904A Implement specialist permit requirements as part of Customs Broking activities
B Equipment Checking and Maintenance	TDTB197B Check and Assess Operational Capabilities of Equipment
D Load Handling	TDTD2298B Conduct Weighbridge Operations
E Communication and Calculation	TDTE197B Present Routine Workplace Information
	TDTE701A Use Communication Systems
	TDTE897B Process Workplace Documentation
F Occupational Health and Safety	TDTF1097B Apply Fatigue Management Strategies
	TDTF1801A Operate and Maintain Fire-Fighting Equipment
	HLTFA1A Apply Basic First Aid
G Teamwork	TDTG701A Work in a Socially Diverse Environment
H Route Planning and Navigation	TDTH398B Prioritise Courier/Delivery Operations

TDT21102 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (ADMINISTRATION)
(continued)

I Customer Service	TDTI698B Provide Freight Forwarding Services to Customers TDTGCSO01A Create Customer Relationship TDTGCSO02A Deal with Customer Feedback TDTGCSO04A Meet Customer Needs and Expectations TDTGCSO06A Address Customer Needs
J Quality	TDTJ197B Apply Quality Procedures
K Computers and Technology	TDTK197B Use Infotechnology Devices and Computer Applications in the Workplace TDTK397B Apply Keyboard Skills TDTK798B Perform Electronic Data Interchange (EDI) to Transmit Shipping Documentation
L Resource Management	TDTL898B Complete Routine Administrative Tasks TDTL3101A Monitor and Process Attendance Records
O Security	TDTO1398B Administer the Security of Assets and Facilities
Q Financial Management	TDTQ197C Conduct Financial Transactions TDTQ798B Prepare and Process Financial Documents TDTQ1101A Maintain Petty Cash Account TDTQ1201A Sell Products and Services
T Records	TDTT198B Capture Records into a Records Keeping System TDTT498B Maintain Control of Records TDTT598B Provide Information from and about Records
U Environment	TDTU701A Care for the Environment

TDT31102 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (ADMINISTRATION)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate III in Transport and Distribution (Administration)

Rationale:

An administration qualification for the Road and Rail Transport, Warehousing, Storage, Stevedoring and allied Industries. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 3.

Performance of a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgment is required in the selection of equipment, services or contingency measures and within known time constraints.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **21 units**, comprising:

- (a) at least **5 units** and up to **7 units** aligned at AQF 3 made up of:
- at least 3 units and up to 7 units from those listed below (aligned at AQF 3), and
 - up to 2 suitable units (aligned at AQF 3) drawn with appropriate contextualisation from either other Transport and Distribution Certificate III qualifications, or other relevant endorsed Training Packages

and

- (b) at least **7 units** and up to **9 units** at AQF 2 made up of:
- at least 5 units and up to 9 units from those listed for the Certificate II in Transport and Distribution (Administration) (aligned at AQF 2), and
 - up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Distribution Certificate II qualifications, or other relevant endorsed Training Packages

and

- (c) **7 units** aligned at AQF 1 made up of:
- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Distribution (Administration) (aligned at AQF 1), and
 - up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
A Handling Cargo/Stock	TDTA297B Maintain Container/Cargo Records
	TDTA1097B Coordinate Goods to Bond Premises
	TDTA1597B Complete Receival/Despatch Documentation
	TDTA1697B Use Inventory Systems to Organise Stock Control
	TDTA1797B Apply Product Knowledge to Organise Work Operations
	TDTA1897B Organise Despatch Operations
	TDTA1997B Organise Receival Operations
	TDTA2397B Coordinate Stocktakes
	TDTA2497B Organise Warehouse Records Operations
	TDTA3801A Control and Order Stock
	TDTA3901A Receive and Store Stock
	TDTA5004A Implement GST regulations as part of customs broking activities
	TDTA5404A Classify commodities for the import and export of goods through customs
	TDTA5304A Carry out customs valuation

B	Equipment Checking and Maintenance	TDTB297B	Test Equipment and Isolate Faults
E	Communication and Calculation	TDTE297B TDTE497B TDTE1298B TDTE1801A	Estimate/Calculate Mass, Area and Quantify Dimensions Prepare Workplace Documents Consolidate Manifest Documentation Maintain Freight Records
F	Occupational Health and Safety	TDTF397B HLTFA2A	Implement and Monitor OHS Procedures Apply Advanced First Aid
G	Teamwork	TDTG297B	Lead a Work Team or Group
H	Route Planning and Navigation	TDTH401A	Identify Major Roads, Services and Attractions
I	Customer Service	TDTI797D TDTGCST03A BSBCMN310A	Provide Freight Forwarding Information to Customers Process Customer Complaints Deliver and Monitor a Service to Customers
J	Quality	TDTJ297B	Apply Quality Systems
L	Resource Management	TDTL297B TDTL397B BSBCMN302A	Undertake Employee Payroll Activities Conduct Induction Process Organise Personal Work Priorities and Development
M	Training	BSZ404A	Train Small Groups
N	Assessment	BSZ402A	Conduct Assessment
O	Security	TDTO798B TDTO1601A	Undertake Emergency Response Action to a Security Threat Apply and Monitor Workplace Security Procedures
Q	Financial Management	TDTQ397B TDTQ498B	Maintain Financial Records in a Small Business Organise Freight Invoicing and Payment
T	Records	TDTT298B TDTT398B TDTT698B TDTT798B TDTT898B TDTT998B TDTT1098B	Document a Records System Identify and Classify Records to be Captured Provide Records Retrieval Service Sentence Records Undertake Disposal Program Undertake Movement of Records Destroy Records

TDT41102 CERTIFICATE IV IN TRANSPORT AND DISTRIBUTION (ADMINISTRATION)

CHARACTERISTICS OF THE QUALIFICATION

Title:

Certificate IV in Transport and Distribution (Administration)

Rationale:

An administration qualification for the Road and Rail Transport, Warehousing, Storage, Stevedoring and allied Industries. Successful completion will require competency in units that relate to work defined as aligned at AQF Level 4.

Performance of a broad range of skilled applications including requirements to evaluate and analyse current practices, develop new criteria and procedure for performing current practices and provision of some leadership and guidance to others in the application and planning of the skills.

Requirements for completion of the Qualification:

A successful assessment outcome for a total **28 units**, comprising:

- (a) **7 units** aligned at AQF 4 made up of:
- at least 5 units and up to 7 units from those listed below (aligned at AQF 4), and
 - up to 2 suitable units (aligned at AQF 4) drawn with appropriate contextualisation from either other Transport and Distribution Certificate IV qualifications, or other relevant endorsed Training Packages

and

- (b) at least **5 units** and up to **7 units** aligned at AQF 3 made up of:
- at least 3 units and up to 7 units from those listed for the Certificate III in Transport and Distribution (Administration) (aligned at AQF 3), and
 - up to 2 suitable units (aligned at AQF 3) drawn with appropriate contextualisation from either other Transport and Distribution Certificate III qualifications, or other relevant endorsed Training Packages

and

- (c) at least **7 units** and up to **9 units** at AQF 2 made up of:
- at least 5 units and up to 9 units from those listed for the Certificate II in Transport and Distribution (Administration) (aligned at AQF 2), and
 - up to 2 suitable units (aligned at AQF 2) drawn with appropriate contextualisation from either other Transport and Distribution Certificate II qualifications, or other relevant endorsed Training Packages

and

- (d) **7 units** aligned at AQF 1 made up of:
- at least 5 units and up to 7 units from those listed for the Certificate I in Transport and Distribution (Administration) (aligned at AQF 1), and
 - up to 2 suitable units (aligned at AQF 1) drawn with appropriate contextualisation from either other Transport and Distribution Certificate I qualifications, or other relevant endorsed Training Packages

FIELD	UNIT
A Handling Cargo/Stock	TDTA597B Check and Evaluate Records and Documentation
	TDTA2397B Coordinate Stocktakes
	TDTA3198B Consolidate Freight
	TDTA3298B Organise Transport of Freight or Goods
	TDTA5104A Carry out non-commodity quarantine procedures
	TDTA5204A Carry out customs clearance practices
	TDTA5504A Classify complex commodities for the import and export of goods through customs
	TDTA5604A Carry out complex customs valuation
	TDTA5704A Analyse, advise on and carry out integrated border clearance transactions

E Communication and Calculation	TDTE697C	Collect, Analyse and Present Workplace Data and Information
	TDTE1398B	Apply Workplace Statistics
F Occupational Health and Safety	TDTF1498B	Develop and Maintain a Safe Workplace
G Teamwork	TDTG598B	Organise Transport Workload
	TDTG698B	Facilitate Work Teams
I Customer Service	TDTI197C	Coordinate Quality Customer Service
	TDTI598B	Market Services and Products to Clients
	TDTI1601A	Service Freight Customers
	TDTI1701A	Develop Freight Customers
L Resource Management	TDTL597C	Apply Conflict/Grievance Resolution Strategies
	TDTL998B	Manage Personal Work Priorities and Professional Development
	TDTL1098B	Assess and Confirm Customer Transport Requirements
	TDTL3201A	Implement Equal Employment Equity Strategies
	TDTL3301A	Promote Effective Workplace Practice
	TDTL3601A	Develop Rosters
	TDTL3701A	Apply and Amend Rosters
M Training	BSZ406A	Plan a Series of Training Sessions
	BSZ407A	Deliver Training Sessions
	BSZ408A	Review Training
N Assessment	BSZ401A	Plan Assessment
	BSZ403A	Review Assessment
	BSZ506A	Develop Assessment Procedures
	BSZ507A	Develop Assessment Tools
P Business Planning	TDTP197B	Develop Plans to Meet Customer and Organisation Needs
	TDTP297B	Facilitate and Capitalise on Change in the Workplace
	TDTP598B	Manage Workplace Information
Q Financial Management	TDQ698B	Administer International Trading Accounts
	TDQ1001A	Maintain Customer Credit Accounts and Services
R Contract and Procurement	TDTR198B	Monitor Supplier Performance
	TDTR298B	Source Goods/Services and Evaluate Contractors
U Environment	TDU101A	Implement and Monitor Environmental Protection Policies and Procedures

DESCRIPTION:

This unit involves the skills and knowledge required to maintain container/cargo records in accordance with workplace requirements including processing container and/or cargo documentation, maintaining records of container/cargo movements, monitoring reefer units and completing required reefer records.

ELEMENT	PERFORMANCE CRITERIA
1. Process container/cargo documentation	<ul style="list-style-type: none"> a. Container/cargo documentation is processed in accordance with workplace procedures and statutory authority requirements b. Movements of containers/cargo are recorded in accordance with workplace procedures and statutory authority requirements
2. Maintain records of container/cargo movements	<ul style="list-style-type: none"> a. Container/cargo records are updated each time containers/cargo are moved within the yard b. Containers/cargo are checked using markings to ensure correct identification when updating records
3. Monitor container/cargo and maintain records	<ul style="list-style-type: none"> a. Containers/cargo are monitored on a daily basis and the specified information recorded b. Problems with controlled systems on containers/cargo are reported on the appropriate forms and forwarded to the maintenance area c. Log cards on containers/cargo with controlled systems are checked on completion of monitoring and all unit or system breakdowns and/or faults are logged in the breakdown log diary in accordance with workplace procedures d. Movement of containers/cargo is monitored on a daily basis and the information recorded

Range Of Variables

MAINTAIN CONTAINER/CARGO RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of container/cargo records b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the maintenance of container/cargo records as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Containers/cargo may include goods with specialist requirements, including reefer units and containers/cargo containing temperature controlled goods and/or dangerous goods f. Information recorded during daily monitoring of reefers may include: <ul style="list-style-type: none"> f.1. temperatures f.2. water meter readings f.3. any faults in the operation of the reefer g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personnel in work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. protective clothing j.6. high visibility clothing

Range Of Variables (continued)

MAINTAIN CONTAINER/CARGO RECORDS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the maintenance of container/cargo records a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the maintenance of container/cargo records a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant Australian standards and certification requirements a.8. relevant State/Territory OHS and environmental protection legislation a.9. workplace relations regulations a.10. workers compensation regulations

MAINTAIN CONTAINER/CARGO RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. process container/cargo documentation a.2. maintain records of container/cargo movements a.3. monitor reefer units and maintain records a.4. interpret shipping and goods movement documentation a.5. use onsite computer and available software a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.10. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Australian and international standards, codes of practice and regulations relevant to the maintenance of container/cargo records including the Australian and International Dangerous Goods Codes</p> <p>b. Relevant OHS and environmental protection procedures and guidelines</p> <p>c. Workplace procedures and policies for the maintenance of container/cargo records</p> <p>d. Focus of operation of work systems, equipment, management and site operating systems for the maintenance of container/cargo records</p> <p>e. Problems that may occur when maintaining container/cargo records and appropriate action that can be taken to resolve the problems</p> <p>f. Relevant handling and safety codes</p> <p>g. Site layout, stacking plans and available stacking space</p> <p>h. The marking and numbering systems for cargo</p> <p>i. Relevant bond, quarantine or other legislative requirements</p> <p>j. Ability to:</p> <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when maintaining container/cargo records j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to the maintenance of container/cargo records j.4. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels j.5. estimate size, shape and special requirements of loads j.6. receive, acknowledge and send messages with appropriate communications equipment

Evidence Guide (continued)

MAINTAIN CONTAINER/CARGO RECORDS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain container/cargo records, and/ora.2. maintain container/cargo records in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. processing container/cargo documentationa.2. maintaining records of container/cargo movementsa.3. monitoring reefer units and maintaining recordsa.4. interpreting shipping and goods movement documentationa.5. using onsite computer and available softwarea.6. locating, interpreting and applying relevant informationa.7. providing customer/client service and working effectively with othersa.8. conveying information in written and oral forma.9. following the designated work plan for the jobb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant standards, codes of practice and legislative requirements pertaining to the maintenance of container/cargo recordsb.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substancesb.3. workplace procedures and instructions (including security and housekeeping procedures)b.4. OHS policies and proceduresb.5. issue resolution proceduresb.6. obtaining assistance from other team members when requiredb.7. relevant guidelines relating to the safe use of equipmentb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report and/or rectify any difficulties in maintaining container/cargo records in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

MAINTAIN CONTAINER/CARGO RECORDS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDTA597B CHECK AND EVALUATE RECORDS AND DOCUMENTATION

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to check and evaluate records and documentation in accordance with regulatory and workplace requirements including checking documentation and analysing and evaluating records.

ELEMENT	PERFORMANCE CRITERIA
1. Check documentation	<ul style="list-style-type: none">a. Documentation is checked to ensure its compliance with regulatory and workplace requirementsb. Documentation is checked on a regular basis, and the personnel responsible for documentation are advised of deadlinesc. Use of systems for the maintenance of records complies with regulatory and workplace requirements
2. Analyse and evaluate records	<ul style="list-style-type: none">a. Records are analysed to identify unexpected deviations from plans or possible future problems with plant and equipmentb. Advice is provided to appropriate personnel when problems are identifiedc. Security of records and documentation is maintained at all times with access being granted to authorised personnel in accordance with workplace procedures

Range Of Variables

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant standards, regulations and workplace requirements concerning the documentation requirements for the local and international transport of cargo and containers b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the checking and evaluation of documentation for the local and international transport of cargo and containers as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. office environments e. Cargo/freight may include goods with specialist requirements, including temperature controlled goods and dangerous goods f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. movements of equipment, goods, materials and vehicular traffic g. Personnel in work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the documentation requirements for the local and/or international transport of cargo and containers a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant Australian standards and certification requirements a.8. relevant State/Territory OHS and environmental protection legislation a.9. workplace relations regulations a.10. workers compensation regulations

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check cargo/container transport documentation a.2. analyse and evaluate records a.3. locate, interpret and apply relevant information a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form a.6. maintain workplace records and documentation to workplace standards a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. check documentation and work within deadlines
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Australian and international standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers including the Australian and International Dangerous Goods Codes</p> <p>b. Relevant OHS and environmental protection procedures and guidelines</p> <p>c. Workplace procedures and policies for checking and evaluating documentation for the local and/or international transport of cargo and containers</p> <p>d. Focus of operation of work systems, equipment, management and site operating systems for checking and evaluating cargo/container transport documentation</p> <p>e. Problems that may occur when checking and evaluating documentation and appropriate action that can be taken to resolve the problems</p> <p>f. Types of cargo, containers and transport modes and the documentation requirements for each</p> <p>g. Site layout, loading/unloading plans and sequence sheets</p> <p>h. The marking and numbering systems for cargo</p> <p>i. Relevant bond, quarantine or other legislative requirements</p> <p>j. Ability to:</p> <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when checking and evaluating documentation for the local and/or international transport of cargo and containers j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to checking and evaluating transport documentation j.4. identify cargo, container and goods, coding, ADG / IMDG markings and where applicable emergency information panels j.5. use lashing and protection equipment j.6. receive, acknowledge and send messages with available communications equipment

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to check and evaluate cargo/container transport records and documentation, and/or a.2. check and evaluate cargo/container transport records and documentation in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. checking cargo/container transport documentation a.2. analysing and evaluating records a.3. locating, interpreting and applying relevant information a.4. providing customer/client service and working effectively with others a.5. conveying information in written and oral form a.6. maintaining workplace records and documentation to workplace standards a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. checking documentation and working within deadlines b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant standards, codes of practice and legislative requirements b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report and/or rectify any difficulties in checking and evaluating cargo/container transport records and documentation in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

CHECK AND EVALUATE RECORDS AND DOCUMENTATION

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDTA997C COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to complete import and export documentation, including identifying procedures required for documentation for import/export of goods and completing documentation in accordance with the requirements of Customs and related legislation and workplace procedures.

This unit expands upon the information originally contained in Unit TDTA997B Complete and Check Import/Export Documentation. The relationship of the activity to Customs and related legislation is more clearly defined within the unit however the outcome remains the same.

Note: A primary responsibility of the customs broker, acting as an agent on behalf of the owner of the goods, is to ensure compliance with Australian Customs and other related legislation

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify procedures required for documentation for import/export of goods</p>	<ul style="list-style-type: none"> a. Documents required for import/export of goods are identified b. Required documents are sourced c. Content requirements for each section of the documentation are applied d. Timelines for completion of documents are identified and noted e. Requirements for permits are identified and implications noted f. Procedures for obtaining clearances including Export Declaration Numbers (EDN) are identified and followed in accordance with the requirements of Customs and related legislation and workplace procedures g. Letters of credit are identified and implications of each noted h. Assistance is sought as required in identifying required documents and to commence process of completing these documents
<p>2. Complete documentation to meet legislative and workplace requirements</p>	<ul style="list-style-type: none"> a. Content requirements for each section of the documentation are identified and applied in accordance with the requirements of Customs and related legislation and workplace procedures b. Workplace procedures for authorisations are followed c. Data entry for documents are completed d. Problems arising in completing required documents are identified and assistance sought to resolve these in accordance with the requirements of Customs and related legislation and workplace procedures e. Actions are taken to meet deadlines f. Assistance is sought as required in completing required documents

<p>3. Check documentation to ensure it meets legislative requirements</p>	<ul style="list-style-type: none"> a. Documents are collated and checked before forwarding to supervisor, manager or more senior personnel for checking within designated timelines in accordance with the requirements of Customs and related legislation and workplace procedures b. Entries are checked to ensure they meet the requirements of Customs and related legislation and workplace procedures c. Letters of credit are checked to ensure they meet commercial, transport and overseas requirements d. Dangerous goods documentation is checked in accordance with the requirements of Customs and related legislation and workplace procedures e. Required documents are forwarded for checking by supervisor, manager or more senior personnel in accordance with the requirements of Customs and related legislation and workplace procedures f. Any revisions to documents are finalised and rechecked by self and supervisor, manager or more senior personnel prior to lodgement
<p>4. Lodge documentation</p>	<ul style="list-style-type: none"> a. Documents are forwarded to <i>relevant personnel</i> in accordance with the requirements of Customs and related legislation and workplace procedures b. Documents are filed, stored and retained in accordance with the requirements of Customs and related legislation and workplace procedures

Range Of Variables

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the completion and checking of import/export documentation b. Work is performed under some supervision generally within a team environment c. Work involves the application of relevant Customs and related legislation and workplace requirements to the completion/checking of import/export documentation as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Cargo may include goods with specialist requirements, including temperature controlled goods and dangerous goods f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. movements of equipment, goods and materials g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, customers and clients g.3. relevant authorities and institutions g.4. management and union representatives g.5. industrial relations and OHS specialists g.6. other maintenance, professional or technical staff h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures

Range Of Variables (continued)

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. relevant Customs legislation, related legislation including quarantine legislation and Australian and international codes of practice and regulations relevant to import/export of cargo a.4. Australian and international standards, regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. dangerous goods declarations and material safety data sheets (MSDSs) (where applicable) a.6. packaging declaration a.7. cleanliness certificate a.8. handling instructions for cargo (especially for dangerous goods or temperature controlled goods) a.9. commercial invoices a.10. packing lists a.11. airway bill (AWD) a.12. certificates of origin a.13. bill of lading (B/L) a.14. certificates of marine insurance, other insurance certificates a.15. quarantine treatment certificate a.16. transportation and warehousing instructions a.17. permits from regulatory bodies (Australian and international) a.18. financial documentation a.19. other documents specific to goods, country of origin/destination a.20. operations manuals, job specifications and induction documentation a.21. manufacturer's specifications for equipment a.22. workplace procedures and policies a.23. supplier and/or client instructions a.24. award, enterprise bargaining agreement, other industrial arrangements a.25. relevant Australian standards and certification requirements a.26. quality assurance procedures a.27. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant Customs and related legislation, including taxation legislation a.2. relevant standards and codes for the import/export of cargo a.3. AQIS legislation a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.4.1. Australian and International Dangerous Goods Codes a.4.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.4.3. IATA's 'Dangerous Goods by Air' regulations a.4.4. Australian and International Explosives Codes

Range Of Variables (continued)

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

VARIABLE	SCOPE
4. Applicable regulations and legislation (continued)	<ul style="list-style-type: none">a.5. arrangements for licences, patents, copyright, Trade Marks and Trade Descriptionsa.6. water and road use and licence arrangementsa.7. export/import/quarantine/bond requirementsa.8. marine ordersa.9. relevant Australian standards and certification requirementsa.10. relevant State/Territory OHS and environmental protection legislationa.11. workplace relations regulationsa.12. workers compensation regulations

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify procedures required for documentation for import/export of goods a.2. complete and check documentation and records to meet relevant Customs legislation and workplace requirements a.3. provide customer/client service and work effectively with others a.4. convey information in written and oral form a.5. locate, interpret and apply relevant information a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.7. prepare documentation using letters of credit and to meet workplace and customer's/transport organisation's requirements
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. relevant Customs and related legislation, and Australian and international standards and codes relevant to the import and export of cargo/freight b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the completion of import/export documentation d. Focus of operation of work systems, equipment, management and site operating systems for obtaining customs clearances e. Problems that may occur when completing import/export documentation and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of import/export documentation procedures, including: <ul style="list-style-type: none"> f.1. the significance of International Trade to the Australian economy f.2. location and application of information on documentation requirements for export to various countries including preparation of export entries f.3. methods of payments f.4. marine insurance cover against pillage, loss and damage to goods, including general average and the processing of claims, and complete relevant calculations. f.5. the relationship of regulatory bodies such as Customs, State Government departments and other controlling bodies f.6. the function of overseas marketing and marketing boards f.7. documentation requirements for the import/export of cargo/freight f.8. processes for the completion of the documents necessary to export goods and how to prepare the relevant documentation for specific commodities and destinations f.9. application of carnets g. Ability to: <ul style="list-style-type: none"> g.1. select and use relevant communications/computing/office equipment when completing import/export documentation g.2. modify activities depending on differing workplace contexts, risk situations and environments

Evidence Guide (continued)

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

<p>3. Required knowledge and skills (continued)</p>	<p>g.3. read and interpret instructions, procedures and labels relevant to the import/export of cargo/freight g.4. read and comprehend simple statements in English</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to: a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to complete import/export documentation, and/or a.2. complete import/export documentation in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when: a.1. identifying required procedures for the completion and checking of import/export documentation a.2. completing and checking required documentation and records a.3. providing customer/client service and working effectively with others a.4. conveying information in written and oral form a.5. locating, interpreting and applying relevant information a.6. preparing documentation using letters of credit and to meet workplace and customer's/transport organisation's requirements b. Shows evidence of application of relevant workplace procedures including: b.1. relevant Customs and related legislation b.2. Australian and international codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances b.3. workplace procedures and instructions for the completion and checking of import/export documentation b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report and/or rectify any potential difficulties in completing and checking import-export documentation in accordance with relevant legislative requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

COMPLETE AND CHECK IMPORT/EXPORT DOCUMENTATION

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

TDTA1097B COORDINATE GOODS TO BOND PREMISES

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate goods to bond premises in accordance with regulatory and workplace requirements including identifying and listing goods for bonding, arranging transfer of goods to bond store, and preparing and issuing bond lists.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and list goods for bonding	<ul style="list-style-type: none">a. Goods are listed for bonding when not delivered or collected on completion of agreed storage periodb. Prior to listing for bonding, inspection is arranged with the Australian Customs Service for goods identified as surplusc. Goods left after time advertised for collection are listed for bonding in accordance with workplace policy and Australian Customs Service requirements
2. Arrange transfer of goods to bond store	<ul style="list-style-type: none">a. Arrangements for the transfer of goods to bond store are made in accordance with regulatory requirements and workplace proceduresb. Carrier is notified of storage or yard location, marks and quantity
3. Prepare and issue bond list	<ul style="list-style-type: none">a. Bond list is prepared in accordance with workplace requirements and Australian Customs Service regulationsb. Bond list, endorsed with the relevant information, is issued to carrier

Range Of Variables

COORDINATE GOODS TO BOND PREMISES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning coordination of goods to bond premises b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the coordination of goods to bond premises as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> e.1. chemicals e.2. dangerous or hazardous substances e.3. movements of equipment, goods and materials f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. suppliers, customers and clients f.3. bond store representatives f.4. relevant authorities and institutions f.5. management and union representatives f.6. industrial relations and OHS specialists f.7. other maintenance, professional or technical staff g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing

Range Of Variables (continued)

COORDINATE GOODS TO BOND PREMISES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the coordination of goods to bond store premises a.2. supplier and/or client instructions a.3. goods identification numbers and codes a.4. manifests, bar codes, goods and container identification/serial number a.5. agent's delivery order and agent's program a.6. customer's clearance a.7. quarantine clearance a.8. point of MT return/hand-over agreement a.9. continuing permission a.10. single transaction permissions a.11. chief clerk's MT delivery program a.12. gate pass/VMO clearance stamped a.13. bulk run numbers a.14. manufacturer's specifications for equipment a.15. dangerous goods declarations and material safety data sheets (where applicable) a.16. relevant legislation, regulations and related documentation including ADG / IMDG Code a.17. award, enterprise bargaining agreement, other industrial arrangements a.18. relevant Australian standards and certification requirements a.19. quality assurance procedures a.20. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to the coordination of goods to bond premises a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

COORDINATE GOODS TO BOND PREMISES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. identify and list goods for bonding a.3. arrange transfer of goods to bond store a.4. prepare and issue bond list a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the coordination of goods to bond premises b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the coordination of goods to bond premises d. Focus of operation of work systems, equipment, management and site operating systems for obtaining Customs clearances e. Problems that may occur when coordinating goods to bond premises and appropriate action that can be taken to resolve the problems f. Documentation requirements for the coordination of goods to bond premises g. Ability to select and use relevant communications/computing/office equipment when coordinating goods to bond premises h. Ability to modify activities depending on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to read and interpret instructions, procedures and labels relevant to the coordination of goods to bond premises k. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to coordinate goods to bond premises, and/or a.2. coordinate goods to bond premises in an appropriate range of operational situations

COORDINATE GOODS TO BOND PREMISES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. identifying and listing goods for bonding a.3. arranging transfer of goods to bond store a.4. preparing and issuing bond list a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form a.7. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the coordination of goods to bond premises b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in the coordination of goods to bond premises in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify products in a subsection of a warehouse or other storage area</p>	<p>a. Products are identified against specified criteria in accordance with workplace procedures</p> <p>b. Storage and handling characteristics are identified and applied consistently</p> <p>c. Products are described to internal customers identifying features which may affect location, safety or storage requirements</p>
<p>2. Examine quality and report on products</p>	<p>a. Products are inspected in accordance with workplace quality assurance procedures</p> <p>b. Workplace procedures are followed to replace, return or dispose of stock/products which are not useable</p> <p>c. Non-conforming products are recorded/reported in accordance with workplace procedures</p>
<p>3. Use inventory and labelling systems to identify and locate products</p>	<p>a. Inventory and labelling systems are used to locate products within the workplace</p> <p>b. Goods are physically located and identified</p>

Range Of Variables

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant regulatory requirements to the handling and storage of various types of products/stock as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods f. Inventory systems may be: <ul style="list-style-type: none"> f.1. automated f.2. manual f.3. paper-based f.4. computerised f.5. microfiche g. Categories or groups of products/stock may include: <ul style="list-style-type: none"> g.1. small parts g.2. perishable goods g.3. overseas export g.4. dangerous goods g.5. refrigerated products g.6. temperature controlled stock g.7. fragile goods h. Distinguishing identification criteria for products may include: <ul style="list-style-type: none"> h.1. shape h.2. size h.3. colour h.4. distinguishing features h.5. codes and product identification/serial numbers h.6. labels h.7. signs or other documentation h.8. locations

Range Of Variables (continued)

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. The characteristics of products/stock may include: <ul style="list-style-type: none"> i.1. small parts i.2. toxicity i.3. flammability i.4. form i.5. weight i.6. size i.7. state i.8. perishability i.9. fragility i.10. security risk j. Labelling systems may include: <ul style="list-style-type: none"> j.1. batch code j.2. bar code j.3. identification numbering systems j.4. serial numbers j.5. symbols for safe handling j.6. ADG and HAZCHEM Codes k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. electronic data interchange (EDI) k.3. fax k.4. e-mail k.5. Internet k.6. RF systems k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. other employees and supervisors n.2. suppliers, customers and clients n.3. relevant authorities and institutions n.4. management and union representatives n.5. industrial relations and OHS specialists n.6. other maintenance, professional or technical staff

Range Of Variables (continued)

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>o. Hazards in the work area may include:</p> <ul style="list-style-type: none"> o.1. chemicals o.2. dangerous or hazardous substances o.3. movements of equipment, goods and materials o.4. oil or water on floor o.5. a fire or explosion o.6. damaged packaging or pallets o.7. debris on floor o.8. faulty racking o.9. poorly stacked pallets o.10. faulty equipment
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the identification, handling and stacking of goods a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the packaging of goods a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. identify products/stock stored in the subsection of the workplace a.3. identify properties and purposes of specific categories of goods a.4. explain the characteristics of stock in relation to specific handling and storage requirements a.5. interpret and use workplace policies, procedures and practices in relation to product location and condition a.6. use workplace maps and location guides with inventory systems to physically locate goods in an efficient manner a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products d. Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods e. Categories or groups of products and the special handling, stacking and storage requirements for each f. Purpose and use of cataloguing and labelling systems g. Strategies to seek out sources of knowledge of products and use this information to inform work h. Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods i. Documentation requirements including reports and records concerning damaged or contaminated goods j. Housekeeping standards procedures required in the workplace k. Site layout and obstacles l. Ability to select and use relevant communications, computing and load handling equipment m. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English

Evidence Guide (continued)

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> o. Ability to read and interpret instructions, procedures and labels relevant to the handling and storage of goods p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards q. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels r. Ability to estimate the size, shape and special requirements of goods/loads
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use product knowledge to complete work operations, and/or a.2. use product knowledge to complete work operations in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant product information a.2. identifying products/stock a.3. identifying properties and purposes of specific categories of goods a.4. interpreting and using workplace policies, procedures and practices in relation to product location, and condition a.5. using workplace maps and location guides with inventory systems to physically locate goods in an efficient manner a.6. providing customer/client service and working effectively with others a.7. conveying information in written and oral form a.8. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements b.2. Australian regulations and codes of practice for the handling and storage of dangerous goods, explosives and hazardous substances b.3. workplace procedures and work instructions concerning the identification, handling and storage of various categories of products (including housekeeping and security procedures) b.4. obtaining assistance from other team members when required b.5. customer service and quality assurance procedures and policies b.6. OHS regulations and hazard prevention policies and procedures b.7. environmental protection procedures c. Action is taken promptly to report and/or rectify any potential difficulties in the identification, handling and storage of goods in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to complete receipt/despatch documentation in accordance with regulatory and workplace requirements including analysing orders to identify work requirements to fill order, following workplace order documentation processes, and finalising documentation in accordance with workplace procedures and any relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Analyse order to identify work requirements to fill order	<ul style="list-style-type: none"> a. Order request documentation is interpreted b. Product(s) in order are noted and workplace location(s) are identified c. Workplace and product knowledge is used to organise documentation d. Required schedules for order movement are identified and noted where required e. Special aspects of the order such as dangerous/hazardous goods or temperature controlled goods are identified and information on required documentation procedures and relevant regulatory requirements is identified, accessed and interpreted
2. Follow workplace order documentation processes	<ul style="list-style-type: none"> a. Workplace procedures for documentation of an order are identified b. Workplace documentation is completed in accordance with workplace procedures and any relevant regulatory requirements
3. Finalise documentation	<ul style="list-style-type: none"> a. Order is checked against schedule and order form b. Workplace records are completed, and labels and appropriate documentation attached in accordance with workplace procedures and any relevant regulatory requirements c. Special transportation requirements are identified and conveyed to appropriate personnel d. Where applicable, all required documentation requirements for dangerous goods and hazardous materials are completed in accordance with the relevant regulations and codes

Range Of Variables

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the completion of receipt/despatch documentation b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the completion of receipt/despatch documentation as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Received/despatched goods may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances f. Problems that may occur when receiving/despatching goods include: <ul style="list-style-type: none"> f.1. damaged stock f.2. damaged pallets or packaging f.3. wrong stock f.4. error in paperwork f.5. poorly stacked stock f.6. incorrect quantity g. Aspects of goods to be checked when receiving/despatching goods may include: <ul style="list-style-type: none"> g.1. correct type g.2. number g.3. condition g.4. quality g.5. packaging g.6. labelling g.7. dangerous goods declarations and marking (where applicable) h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials h.4. oil or water on floor h.5. a fire or explosion h.6. damaged packaging or pallets h.7. debris on floor h.8. poorly stacked pallets h.9. faulty equipment

Range Of Variables (continued)

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the receiving of goods a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

- 4. **Applicable regulations and legislation**
 - a. Applicable regulations and legislation may include:
 - a.1. relevant codes and regulations for the receiving of goods
 - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - a.2.1. Australian and International Dangerous Goods Codes
 - a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code
 - a.2.3. IATA's 'Dangerous Goods by Air' regulations
 - a.2.4. Australian and International Explosives Codes
 - a.3. licence, patent or copyright arrangements
 - a.4. water and road use and licence arrangements
 - a.5. export/import/quarantine/bond requirements
 - a.6. marine orders
 - a.7. relevant State/Territory OHS and environmental protection legislation
 - a.8. workplace relations regulations
 - a.9. workers compensation regulations

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify workplace procedures and requirements for the completion of receiptal/despatch documentation a.2. analyse order to identify work requirements a.3. identify and correctly complete the component parts of order forms a.4. follow requirements of the Australian Dangerous Goods Code (where applicable) a.5. provide customer/client service and work effectively with others a.6. locate, interpret and apply relevant information a.7. convey information in written and oral form a.8. maintain workplace records a.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the completion of receiptal/despatch documentation, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the completion of receiptal/despatch documentation d. Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods e. Problems that may occur when completing receiptal/despatch documentation and appropriate action that can be taken to resolve the problems f. Specifications and standards for the checking and inspection of received/despatched goods g. Documentation requirements for the receipt and despatch of goods h. Housekeeping standards procedures required in the workplace i. Site layout and obstacles j. Ability to select and use relevant computer/communication/office equipment when completing receiptal/despatch documentation k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and comprehend simple statements in English m. Ability to read and interpret instructions, procedures and labels relevant to the completion of receiptal/despatch documentation n. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards o. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels p. Ability to estimate the size, shape and special requirements of goods/loads

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to complete receiptal/despatch documentation in accordance with regulatory requirements, and/or a.2. complete receiptal/despatch documentation in accordance with relevant regulatory requirements in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying workplace procedures and requirements for the completion of receiptal/despatch documentation a.2. analysing order to identify work requirements a.3. identifying and correctly completing the component parts of order forms a.4. following requirements of the Australian Dangerous Goods Code (where applicable) a.5. providing customer/client service and working effectively with others a.6. locating, interpreting and applying relevant information a.7. conveying information in written and oral form a.8. maintaining required workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to the receiving of goods b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the completion of receiptal/despatch documentation (including housekeeping and security procedures) b.5. manufacturer's instructions for the use of equipment b.6. procedures for the use of personal protection equipment b.7. obtaining assistance from other team members when required b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the completion of receiptal/despatch documentation in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	3	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to use inventory systems to organise stock control in accordance with workplace requirements including identifying inventory and stock control systems in use in the workplace, using re-order procedures to maintain stock levels organising cyclical stock counts, and reporting discrepancies or variances.

ELEMENT	PERFORMANCE CRITERIA
1. Identify inventory and stock control systems in use in the workplace	<ul style="list-style-type: none"> a. Workplace inventory and stock control equipment, software and systems are identified b. Reasons for common database approach to inventory records and documentation in the warehouse are explained c. Procedures for identification and reporting of discrepancies or variances are identified
2. Use re-order procedures to maintain stock levels	<ul style="list-style-type: none"> a. Stock level maintenance checking is conducted b. Stock is re-ordered to meet stock level maintenance requirements in accordance with workplace policies and procedures c. Data is accurately entered and extracted from the inventory/records system using appropriate workplace procedures
3. Organise cyclical stock counts and report discrepancies or variances	<ul style="list-style-type: none"> a. Process for cyclical stock count is planned and work allocated to team members b. Clear directions on tasks to be performed are given c. Stocktake activities are conducted in accordance with workplace procedures d. Types and causes of records discrepancies are identified e. Procedures for noting and correcting minor discrepancies are used f. Major discrepancies are reported in accordance with workplace procedures g. Workplace documentation is completed
4. Produce reports on record keeping and inventory functions	<ul style="list-style-type: none"> a. Types of reports to be produced from inventory records systems are identified b. Reports are produced in accordance with workplace procedures and relevant regulatory requirements

Range Of Variables

USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the use of inventory systems to organise stock control b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when using inventory systems to organise stock control as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods f. Inventory systems may be: <ul style="list-style-type: none"> f.1. automated f.2. manual f.3. paper-based f.4. computerised f.5. microfiche g. Categories or groups of products/stock may include: <ul style="list-style-type: none"> g.1. small parts g.2. perishable goods g.3. overseas export g.4. dangerous goods g.5. refrigerated products g.6. temperature controlled stock g.7. fragile goods h. The characteristics of products/stock may include: <ul style="list-style-type: none"> h.1. small parts h.2. toxicity h.3. flammability h.4. form h.5. weight h.6. size h.7. state h.8. perishability h.9. fragility h.10. security risk

Range Of Variables (continued)

USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Labelling systems may include: <ul style="list-style-type: none"> i.1. batch code i.2. bar code i.3. identification numbering systems i.4. serial numbers i.5. symbols for safe handling i.6. ADG and HAZCHEM Codes j. Hazards in the work area may include: <ul style="list-style-type: none"> j.1. chemicals j.2. dangerous or hazardous substances j.3. movements of equipment, goods and materials j.4. oil or water on floor j.5. a fire or explosion j.6. damaged packaging or pallets j.7. debris on floor j.8. faulty racking j.9. poorly stacked pallets j.10. faulty equipment k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. electronic data interchange (EDI) k.3. fax k.4. e-mail k.5. Internet k.6. RF systems k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. other employees and supervisors n.2. suppliers, customers and clients n.3. relevant authorities and institutions n.4. management and union representatives n.5. industrial relations and OHS specialists n.6. other maintenance, professional or technical staff

Range Of Variables (continued)

USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL

3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. goods identification numbers and codesa.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codesa.3. codes of practice and regulations relevant to the identification, handling and stacking of goodsa.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substancesa.5. operations manuals, job specifications and induction documentationa.6. manufacturer's specifications for equipmenta.7. workplace procedures and policiesa.8. supplier and/or client instructionsa.9. dangerous goods declarations and material safety data sheets (where applicable)a.10. award, enterprise bargaining agreement, other industrial arrangementsa.11. relevant Australian standards and certification requirementsa.12. quality assurance proceduresa.13. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant codes and regulations for the packaging of goodsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian and International Explosives Codesa.3. licence, patent or copyright arrangementsa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. relevant State/Territory OHS and environmental protection legislationa.7. workplace relations regulationsa.8. workers compensation regulations

USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify inventory and stock control systems in use in the workplace a.2. select features of inventory systems to meet workplace needs a.3. use re-order procedures to organise and control stock levels a.4. organise cyclical stock counts and report discrepancies or variances a.5. produce reports on record keeping and inventory functions a.6. interpret and use workplace policies, procedures and practices in relation to product location and condition a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the organisation of stock control b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the use of inventory systems to organise stock control d. Focus of operation of inventory systems, equipment, management and site operating systems for the control of stock e. Principles of operation and functions of inventory systems f. Applications of different types of inventory systems and stock management approaches g. Workplace processes for records management and the production of inventory reports h. Principles of operation and functions of inventory systems i. Computer records/documentation requirements for stock control, including forms, checklists and inventory reports j. Housekeeping standards procedures required in the workplace k. Site layout and obstacles l. Ability to select and use relevant communications, computing and office equipment when using inventory systems to organise stock control m. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the use of inventory systems for the organisation of stock control p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use inventory systems to organise stock control, and/or a.2. use inventory systems to organise stock control in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying inventory and stock control systems in use in the workplace a.2. selecting features of inventory systems to meet workplace needs a.3. using re-order procedures to organise and control stock levels a.4. organising cyclical stock counts and reporting discrepancies or variances a.5. producing reports on record keeping and inventory functions a.6. interpreting and using workplace policies, procedures and practices in relation to product location, and condition a.7. providing customer/client service and working effectively with others a.8. conveying information in written and oral form a.9. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements b.2. Australian regulations and codes of practice for the storage of dangerous goods, explosives and hazardous substances b.3. workplace procedures and work instructions concerning the use of inventory systems to organise stock control (including security procedures) b.4. manufacturer's instructions on the use of equipment and systems b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies b.7. OHS regulations and hazard prevention policies and procedures b.8. environmental protection procedures c. Action is taken promptly to report and/or rectify any potential difficulties in the use of inventory systems to organise stock control in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply product knowledge to the organisation of work operations including identifying and categorising products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and categorise products	a. Products are identified and categorised in terms of specified criteria in accordance with workplace procedures
2. Match products to locations based on specified criteria	a. Locations for products are determined based on specified criteria b. Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements
3. Assist individuals to solve stock identification and location problems	a. New stock items are identified and particular product information is brought to the attention of relevant personnel b. Stock queries are predicted and team members assisted to locate and assimilate information relevant to these products c. Personnel are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel d. Personnel are encouraged to maintain and build product knowledge through accessing product information and the application of problem solving and information analysis skills
4. Identify appropriate transfer and handling requirements	a. Resources used to transfer different products through the storage zones are identified and evaluated b. Work in receipt and despatch areas is supported by identification and reporting of variances c. Stock re-ordering is informed by knowledge of product source, frequency of pick destination (or seasonality) of products and potential for supply problems d. Relevant documentation is completed in accordance with workplace procedures
5. Contribute to continuous improvement	a. Knowledge of customer requirements is used to determine work design b. Potential problems are predicted and notified to appropriate personnel c. Opportunities for improvements to own work organisation are identified

Range Of Variables

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the identification, handling and storage of various categories of products/stock b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant regulatory requirements to the organisation of work operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace activities being organised may include but are not limited to: <ul style="list-style-type: none"> d.1. receipt d.2. storage d.3. goods/stock movement d.4. despatch d.5. stock levels d.6. re-ordering processes e. Work may be conducted in: <ul style="list-style-type: none"> e.1. restricted spaces e.2. exposed conditions e.3. controlled or open environments f. Goods may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods g. Modes of transfer may be manual or motorised h. Storage types may include but are not limited to: <ul style="list-style-type: none"> h.1. bin/binning systems h.2. rack refrigeration/freezers/cold rooms h.3. marked floor space h.4. containers h.5. racks and racking systems h.6. block/stacks h.7. pallets i. Inventory systems may be: <ul style="list-style-type: none"> i.1. automated i.2. manual i.3. paper-based i.4. computerised i.5. microfiche

Range Of Variables (continued)

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Categories or groups of products/stock may include:</p> <ul style="list-style-type: none"> j.1. small parts j.2. perishable goods j.3. overseas export j.4. dangerous goods j.5. refrigerated products j.6. temperature controlled stock j.7. fragile goods <p>k. The characteristics of products/stock may include:</p> <ul style="list-style-type: none"> k.1. small parts k.2. toxicity k.3. flammability k.4. form k.5. weight k.6. size k.7. state k.8. perishability k.9. fragility k.10. security risk <p>l. Labelling systems may include but are not limited to:</p> <ul style="list-style-type: none"> l.1. batch code l.2. bar code l.3. identification numbering systems l.4. serial numbers l.5. symbols for safe handling l.6. ADG and HAZCHEM Codes <p>m. Hazards in the work area may include:</p> <ul style="list-style-type: none"> m.1. chemicals m.2. dangerous or hazardous substances m.3. movements of equipment, goods and materials m.4. oil or water on floor m.5. a fire or explosion m.6. damaged packaging or pallets m.7. debris on floor m.8. faulty racking m.9. poorly stacked pallets m.10. faulty equipment <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. electronic data interchange (EDI) n.3. fax n.4. e-mail n.5. Internet n.6. RF systems n.7. oral, aural or signed communications

Range Of Variables (continued)

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures p. Personal protection equipment may include: <ul style="list-style-type: none"> p.1. gloves p.2. safety headwear and footwear p.3. safety glasses p.4. two-way radios p.5. high visibility clothing q. Consultative processes may involve: <ul style="list-style-type: none"> q.1. other employees and supervisors q.2. suppliers, customers and clients q.3. relevant authorities and institutions q.4. management and union representatives q.5. industrial relations and OHS specialists q.6. other maintenance, professional or technical staff
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number a.3. codes of practice and regulations relevant to workplace operations a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the packaging of goodsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian and International Explosives Codesa.3. licence, patent or copyright arrangementsa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant product information a.2. identify and categorise products a.3. match products to locations based on specified criteria a.4. assist individuals to solve stock identification and location problems a.5. identify appropriate transfer and handling requirements a.6. contribute to continuous improvement a.7. provide customer/client service and work effectively with others a.8. apply legislative and workplace policy on various categories of products/stock to workplace activities a.9. identify product type and location and transport requirements through observation and checking of labels and information systems a.10. assist team members to develop and build product knowledge to support work requirements a.11. liaise with appropriate personnel when potential workflow is affected by stock levels
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the workplace activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies relevant to the application of product knowledge to the organisation of workplace operations d. Focus of operation of work systems, equipment, management and site operating systems e. Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each f. Product sources, destinations and potential problems g. Re-ordering procedures and just-in-time planning principles h. Requirements for workplace documentation, inventory systems and records i. Sources of product information j. Strategies to seek out sources of knowledge of products and use this information to inform work k. Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods l. Documentation requirements including reports and records concerning damaged or contaminated goods m. Housekeeping standards procedures required in the workplace n. Site layout and obstacles o. Ability to select and use relevant communications, computing and office equipment when organising workplace activities p. Ability to modify activities depending on differing workplace contexts, risk situations and environments q. Ability to access, read and interpret product information, policies and regulatory requirements relevant to workplace operations

Evidence Guide (continued)

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

<p>3. Required knowledge and skills (continued)</p>	<p>r. Ability to use information on products/stock to determine, plan and organise processes used for receipt, storage, goods movement, despatch, stock levels, re-ordering processes</p> <p>s. Ability to organise and monitor the use of personal protective clothing and equipment conforming to industry and OHS standards</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply product knowledge to the organisation of workplace activities, and/or</p> <p>a.2. apply product knowledge to the organisation of workplace activities in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and categorising products</p> <p>a.2. matching products to locations based on specified criteria</p> <p>a.3. assisting individuals to solve stock identification and location problems</p> <p>a.4. identifying appropriate transfer and handling requirements</p> <p>a.5. contributing to continuous improvement</p> <p>a.6. providing customer/client service and working effectively with others</p> <p>a.7. applying legislative and workplace policy to workplace activities</p> <p>a.8. identifying product type and location and transport requirements</p> <p>a.9. assisting team members to develop and build product knowledge to support work requirements</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice, regulations and legislative requirements</p> <p>b.2. Australian regulations and codes of practice for the handling and storage of dangerous goods, explosives and hazardous substances</p> <p>b.3. workplace procedures and work instructions concerning the application of product knowledge to the organisation of workplace operations (including housekeeping and security procedures)</p> <p>b.4. obtaining assistance from other team members when required</p> <p>b.5. customer service and quality assurance procedures and policies</p> <p>b.6. OHS regulations and hazard prevention policies and procedures</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report and/or rectify any safety incidents and difficulties in the workplace operations in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

APPLY PRODUCT KNOWLEDGE TO ORGANISE WORK OPERATIONS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	2

TDTA1897B ORGANISE DESPATCH OPERATIONS

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to organise despatch operations in accordance with workplace requirements including planning and organising despatch operations, organising the storage and despatch of stock, and completing all required documentation and records.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plan and organise despatch operations</p>	<p>a. Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock</p> <p>b. Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics</p> <p>c. Deadlines are scheduled to meet order requirements</p> <p>d. Work processes are planned to meet deadlines</p>
<p>2. Organise the storage and despatch of stock</p>	<p>a. Employees, equipment and storage areas are allocated and supervised</p> <p>b. Individuals are informed of work requirements and deadlines</p> <p>c. Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OHS requirements</p> <p>d. Discrepancies in stocks are noted and reported in accordance with company procedures</p>
<p>3. Complete documentation</p>	<p>a. Required despatch documentation and records are completed in accordance with workplace procedures</p>

Range Of Variables

ORGANISE DESPATCH OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of despatch operations b. Work is performed under some supervision generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures to the organisation of despatch operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods to be despatched may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances f. Problems that may occur when despatching an order include: <ul style="list-style-type: none"> f.1. wrong stock is despatched f.2. wrong carton for order f.3. incorrect location f.4. damaged stock f.5. no stock at location f.6. incorrect quantity f.7. failing to meet a special order requirement f.8. failing to meet customer's delivery requirements g. Special order requirements may include: <ul style="list-style-type: none"> g.1. pricing g.2. special packing g.3. specific size of carton g.4. special categories of stock h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials h.4. oil or water on floor h.5. a fire or explosion h.6. damaged packaging or pallets h.7. debris on floor h.8. faulty racking h.9. poorly stacked pallets h.10. faulty equipment

Range Of Variables (continued)

ORGANISE DESPATCH OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF communications i.7. barcode readers i.8. oral, aural or signed communications j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing l. Consultative processes may involve: <ul style="list-style-type: none"> l.1. workplace personnel l.2. supervisors and managers l.3. customers/clients l.4. drivers and agents l.5. contractors l.6. official representatives
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies a.5. supplier and/or client instructions a.6. dangerous goods declarations and material safety data sheets (where applicable) a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. relevant legislation, regulations and related documentation including the ADG Code a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures

ORGANISE DESPATCH OPERATIONS

4. **Applicable regulations and legislation**
 - a. Applicable regulations and legislation may include:
 - a.1. relevant codes and regulations pertaining to the organising of despatch operations
 - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - a.2.1. Australian and International Dangerous Goods Codes
 - a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code
 - a.2.3. IATA's 'Dangerous Goods by Air' regulations
 - a.2.4. Australian and International Explosives Codes
 - a.3. relevant State/Territory OHS legislation
 - a.4. relevant State/Territory environmental protection legislation
 - a.5. licence, patent or copyright arrangements
 - a.6. water and road use and licence arrangements
 - a.7. export/import/quarantine/bond requirements
 - a.8. workplace relations regulations
 - a.9. workers compensation regulations

ORGANISE DESPATCH OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to despatch operations a.2. plan and organise despatch operations a.3. organise the storage and despatch of stock a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form a.6. maintain workplace records and documentation a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the organising of despatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the organising of despatch operations d. Focus of operation of work systems, equipment, management and site operating systems for the organising of despatch operations e. Problems that may occur when organising despatch operations and appropriate action that can be taken to resolve the problems f. Documentation and record requirements for despatch operations g. Equipment used during the organisation of despatch operations and the precautions and procedures that should be followed in its use h. Housekeeping standards procedures required in the workplace i. Site layout and obstacles j. Focus of operation of work system for orders and the relationships and requirements in respect of related systems k. Ability to select and use relevant equipment and communications technology when organising despatch operations l. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the organising of despatch operations p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards q. Ability to identify relevant stock and goods coding and labelling, including ADG and IMDG markings r. Ability to estimate the size, shape and special requirements of goods/loads

Evidence Guide (continued)

ORGANISE DESPATCH OPERATIONS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise despatch operations, and/or a.2. organise despatch operations in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. planning and organising despatch operations a.3. organising the storage and despatch of stock a.4. providing customer/client service and working effectively with others a.5. conveying information in written and oral form a.6. maintaining workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations, including ADG Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the organising of despatch operations (including security procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties in the organising of despatch operations in accordance with OHS and regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

TDTA1997B ORGANISE RECEIVAL OPERATIONS

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to organise receival operations in accordance with workplace requirements including planning and organising receival operations, organising the storage of received stock, and completing all required documentation and records in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Plan and organise receival operations	<ul style="list-style-type: none">a. Knowledge of product characteristics and workplace procedures are applied to the analysis of the stockb. Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristicsc. Deadlines are scheduled to enable receipt of stock in storage zonesd. Work processes are planned to meet specified deadlines
2. Organise the storage of stock	<ul style="list-style-type: none">a. Employees, equipment and storage areas are allocated and supervisedb. Individuals are informed of work requirements and deadlinesc. Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OHS requirementsd. Discrepancies in stocks are noted and reported in accordance with workplace procedures
3. Complete documentation	<ul style="list-style-type: none">a. Documentation and records regarding receival operations are completed and filed/despached in accordance with workplace procedures and relevant regulatory requirements

Range Of Variables

ORGANISE RECEIVAL OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the organisation of receival operations b. Work is performed under some supervision generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures to the organisation of receival operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods to be received may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances f. Problems that may occur when receiving an order include: <ul style="list-style-type: none"> f.1. wrong stock is received f.2. damaged stock f.3. damaged packaging or pallets f.4. incorrect quantity f.5. error in paperwork f.6. paperwork doesn't match goods f.7. delivered late f.8. poorly stacked stock f.9. incorrect quantity g. Aspects of goods to be checked when goods are received may include: <ul style="list-style-type: none"> g.1. correct type g.2. number g.3. condition g.4. quality g.5. packaging g.6. labelling g.7. dangerous goods declarations and marking (where applicable)

Range Of Variables (continued)

ORGANISE RECEIVAL OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Hazards in the work area may include exposure to:</p> <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods and materials h.4. oil or water on floor h.5. a fire or explosion h.6. damaged packaging or pallets h.7. debris on floor h.8. faulty racking h.9. poorly stacked pallets h.10. faulty equipment <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF communications i.7. barcode readers i.8. oral, aural or signed communications <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Personal protection equipment may include:</p> <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing <p>l. Consultative processes may involve:</p> <ul style="list-style-type: none"> l.1. workplace personnel l.2. supervisors and managers l.3. customers/clients l.4. drivers and agents l.5. contractors l.6. official representatives

Range Of Variables (continued)

ORGANISE RECEIVAL OPERATIONS

<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. goods identification numbers and codesa.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codesa.3. manufacturer's specifications for equipment/toolsa.4. workplace procedures and policiesa.5. supplier and/or client instructionsa.6. dangerous goods declarations and material safety data sheets (where applicable)a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Codea.8. relevant legislation, regulations and related documentation including the ADG Codea.9. award, enterprise bargaining agreement, other industrial arrangementsa.10. standards and certification requirementsa.11. quality assurance proceduresa.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to the organising of receipt operationsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. licence, patent or copyright arrangementsa.6. water and road use and licence arrangementsa.7. export/import/quarantine/bond requirementsa.8. workplace relations regulationsa.9. workers compensation regulations

ORGANISE RECEIVAL OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to receival operations a.2. plan and organise receival operations a.3. organise the location and storage of received stock a.4. provide customer/client service and work effectively with others a.5. convey information in written and oral form a.6. maintain workplace records and documentation a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the organising of receival operations, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the organising of receival operations d. Focus of operation of work systems, equipment, management and site operating systems for the organising of receival operations e. Problems that may occur when organising receival operations and appropriate action that can be taken to resolve the problems f. Documentation and record requirements for receival operations g. Equipment used during the organisation of receival operations and the precautions and procedures that should be followed in its use h. Housekeeping standards procedures required in the workplace i. Site layout and obstacles j. Focus of operation of work system for orders and the relationships and requirements in respect of related systems k. Ability to select and use relevant equipment and communications technology when organising receival operations l. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the organising of receival operations p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards q. Ability to identify relevant stock and goods coding and labelling, including ADG and IMDG markings r. Ability to estimate the size, shape and special requirements of goods/loads

Evidence Guide (continued)

ORGANISE RECEIVAL OPERATIONS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise receival operations, and/or a.2. organise receival operations in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. planning and organising receival operations a.3. organising the storage of received stock a.4. providing customer/client service and working effectively with others a.5. conveying information in written and oral form a.6. maintaining workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations, including ADG Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the organising of receival operations (including security procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties in the organising of receival operations in accordance with OHS and regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

TDTA2297B PARTICIPATE IN STOCKTAKES

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to participate in stocktakes in accordance with workplace requirements including preparing for stocktakes, conducting stocktakes, counting stock, identifying stock discrepancies, and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for stocktake	<ul style="list-style-type: none"> a. Goods to be counted and appropriate inventory systems are identified b. Required resources including equipment and record keeping systems are identified c. Allocated tasks, zones and work requirements are identified d. Sequence work role planned in a time effective manner
2. Stocktake and count stock	<ul style="list-style-type: none"> a. Stocktaking and cyclical counts are undertaken in accordance with enterprise policies and procedures b. Inventory data is interpreted c. Inventory data is confirmed to match stock d. Stock levels are accurately counted and documented
3. Identify stock discrepancies	<ul style="list-style-type: none"> a. Discrepancies in type, number and quality of stock are accurately recorded and documented b. Products stored in inappropriate storage locations are relocated and stock records adjusted
4. Complete documentation	<ul style="list-style-type: none"> a. Inventory data is reconciled to match warehouse stock in accordance with company procedures b. Workplace documentation is completed

Range Of Variables

PARTICIPATE IN STOCKTAKES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the conduct of a stocktake b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when participating in stocktakes as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Goods may involve special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods f. Inventory systems may be: <ul style="list-style-type: none"> f.1. automated f.2. manual f.3. paper based f.4. computerised f.5. microfiche g. Categories or groups of products/stock may include: <ul style="list-style-type: none"> g.1. small parts g.2. perishable goods g.3. overseas export g.4. dangerous goods g.5. refrigerated products g.6. temperature controlled stock g.7. fragile goods h. The characteristics of products/stock may include: <ul style="list-style-type: none"> h.1. small parts h.2. toxicity h.3. flammability h.4. form h.5. weight h.6. size h.7. state h.8. perishability h.9. fragility h.10. security risk

Range Of Variables (continued)

PARTICIPATE IN STOCKTAKES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Labelling systems may include: <ul style="list-style-type: none"> i.1. batch code i.2. bar code i.3. identification numbering systems i.4. serial numbers i.5. symbols for safe handling i.6. ADG and HAZCHEM Codes j. Hazards in the work area may include: <ul style="list-style-type: none"> j.1. chemicals j.2. dangerous or hazardous substances j.3. movements of equipment, goods and materials j.4. oil or water on floor j.5. a fire or explosion j.6. damaged packaging or pallets j.7. debris on floor j.8. faulty racking j.9. poorly stacked pallets j.10. faulty equipment k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. electronic data interchange (EDI) k.3. fax k.4. e-mail k.5. Internet k.6. RF systems k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. other employees and supervisors n.2. suppliers, customers and clients n.3. relevant authorities and institutions n.4. management and union representatives n.5. industrial relations and OHS specialists n.6. other maintenance, professional or technical staff

Range Of Variables (continued)

PARTICIPATE IN STOCKTAKES

<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none">a.1. goods identification numbers and codesa.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codesa.3. codes of practice and regulations relevant to the identification, handling and stacking of goodsa.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substancesa.5. operations manuals, job specifications and induction documentationa.6. manufacturer's specifications for equipmenta.7. workplace procedures and policiesa.8. supplier and/or client instructionsa.9. dangerous goods declarations and material safety data sheets (where applicable)a.10. award, enterprise bargaining agreement, other industrial arrangementsa.11. relevant Australian standards and certification requirementsa.12. quality assurance proceduresa.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none">a.1. relevant codes and regulations for the packaging of goodsa.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian and International Explosives Codesa.3. licence, patent or copyright arrangementsa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. relevant State/Territory OHS and environmental protection legislationa.7. workplace relations regulationsa.8. workers compensation regulations

PARTICIPATE IN STOCKTAKES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow workplace procedures for stocktakes, including: <ul style="list-style-type: none"> a.1.1. preparing for a stocktake a.1.2. implementing stocktake processes a.1.3. counting stock a.1.4. identifying stock discrepancies a.2. provide customer/client service a.3. work effectively with colleagues a.4. convey information in written and oral form a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the conduct of stocktakes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the conduct of stocktakes d. Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes e. Workplace processes for records management and the production of stocktake reports f. Principles of operation and functions of stocktake systems g. Housekeeping standards procedures required in the workplace h. Site layout and obstacles i. Ability to select and use relevant communications, computing and office equipment when conducting stocktakes j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to read and interpret instructions, procedures and labels relevant to the conduct of stocktakes m. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to participate effectively in stocktakes, and/or a.2. participate in stocktakes in an appropriate range of operational situations

PARTICIPATE IN STOCKTAKES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following workplace procedures for the conduct of a stocktake a.2. providing customer/client service a.3. working effectively with colleagues in stocktake activities a.4. conveying information in written and oral form a.5. maintaining workplace records a.6. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements b.2. Australian regulations and codes of practice for the storage of dangerous goods, explosives and hazardous substances b.3. workplace procedures and work instructions for the conduct of stocktakes (including security procedures) b.4. manufacturer's instructions on the use of equipment and systems used in stocktakes b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies b.7. OHS regulations and hazard prevention policies and procedures b.8. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in stocktakes in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate stocktakes in accordance with workplace requirements including planning stocktakes, coordinating stocktake activities, identifying stock discrepancies, and adjusting documentation in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Plan stocktake	<ul style="list-style-type: none"> a. Goods to be counted and appropriate inventory systems are identified b. Required resources including equipment, record keeping systems and personnel are identified c. Members of the team are instructed and assisted d. Team members are allocated to particular tasks and zones and given clear directions for work requirements e. Sequence and operations of the stocktake are planned in a time effective manner
2. Coordinate stocktake	<ul style="list-style-type: none"> a. Stocktaking and cyclical counts are coordinated in accordance with workplace policies and procedures b. Inventory data is interpreted c. Inventory data is confirmed to match stock d. Stock levels are accurately counted and documented
3. Identify stock discrepancies	<ul style="list-style-type: none"> a. Discrepancies in type, number and quality of stock are accurately recorded and documented b. Possible reasons for discrepancies are identified c. Products stored in inappropriate storage locations are relocated and stock records are adjusted in accordance with workplace procedures
4. Adjust documentation	<ul style="list-style-type: none"> a. Inventory data is reconciled to match warehouse stock in accordance with regulations, workplace practices, policies and procedures b. Information is reconciled with audit requirements c. Workplace documentation is completed

Range Of Variables

COORDINATE STOCKTAKES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements when coordinating stocktakes b. Work is performed under some supervision generally within a team environment c. Work involves the application of product knowledge and an understanding of relevant workplace procedures and regulatory requirements when coordinating stocktakes as part of work activities in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Equipment used in stocktaking may include: <ul style="list-style-type: none"> e.1. calculators e.2. scanners e.3. hand-held computers f. Inventory systems may be: <ul style="list-style-type: none"> f.1. automated f.2. manual f.3. paper-based f.4. computerised f.5. microfiche g. Categories or groups of products/stock may include: <ul style="list-style-type: none"> g.1. small parts g.2. perishable goods g.3. overseas export g.4. dangerous goods g.5. refrigerated products g.6. temperature controlled stock g.7. fragile goods h. The characteristics of products/stock may include: <ul style="list-style-type: none"> h.1. small parts h.2. toxicity h.3. flammability h.4. form h.5. weight h.6. size h.7. state h.8. perishability h.9. fragility h.10. security risk

Range Of Variables (continued)

COORDINATE STOCKTAKES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Labelling systems may include: <ul style="list-style-type: none"> i.1. batch code i.2. bar code i.3. identification numbering systems i.4. serial numbers i.5. symbols for safe handling i.6. ADG and HAZCHEM Codes j. Hazards in the work area may include: <ul style="list-style-type: none"> j.1. chemicals j.2. dangerous or hazardous substances j.3. movements of equipment, goods and materials j.4. oil or water on floor j.5. a fire or explosion j.6. damaged packaging or pallets j.7. debris on floor j.8. faulty racking j.9. poorly stacked pallets j.10. faulty equipment k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. electronic data interchange (EDI) k.3. fax k.4. e-mail k.5. Internet k.6. RF systems k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Personal protection equipment may include: <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. other employees and supervisors n.2. suppliers, customers and clients n.3. relevant authorities and institutions n.4. management and union representatives n.5. industrial relations and OHS specialists n.6. other maintenance, professional or technical staff

Range Of Variables (continued)

COORDINATE STOCKTAKES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the identification, handling and stacking of goods a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the packaging of goods a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. relevant State/Territory OHS and environmental protection legislation a.7. workplace relations regulations a.8. workers compensation regulations

COORDINATE STOCKTAKES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to a stocktake a.2. communicate information on products and work system requirements a.3. identify resource requirements (physical and human) for a stocktake a.4. work with others to plan and conduct stocktake activities a.5. interpret and use workplace policies, procedures and practices in relation to stocktaking activities a.6. provide customer/client service and work effectively with others a.7. convey information in written and oral form a.8. maintain workplace records a.9. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the coordination of stocktakes b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the coordination of stocktakes d. Focus of operation of work systems, equipment, management and site operating systems for the conduct of stocktakes e. Workplace processes for records management and the production of stocktake reports f. Principles and functions of stocktakes g. Problems that may occur when coordinating a stocktake and appropriate action that can be taken h. Computer records/documentation requirements for the coordination of stocktakes i. Housekeeping standards procedures required in the workplace j. Site layout k. Ability to select and use relevant communications, computing and office equipment when coordinating stocktakes l. Ability to modify activities depending on differing workplace contexts, risk situations and environments m. Ability to read and comprehend simple statements in English n. Ability to read and interpret instructions, procedures and labels relevant to the coordination of stocktakes o. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the use of inventory systems to coordinate a stocktake, and/or a.2. coordinate stocktakes in an appropriate range of operational situations

COORDINATE STOCKTAKES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying information relevant to a stocktake a.2. communicating information on products and work system requirements a.3. identifying resource requirements (physical and human) for a stocktake a.4. working with others to plan and conduct stocktake activities a.5. interpreting and using workplace policies, procedures and practices in relation to stocktaking activities a.6. providing customer/client service and working effectively with others a.7. conveying information in written and oral form a.8. maintaining workplace records a.9. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements b.2. Australian regulations and codes of practice for the storage of dangerous goods, explosives and hazardous substances b.3. workplace procedures and work instructions concerning the coordination of a stocktake (including the monitoring of housekeeping and security procedures) b.4. manufacturer's instructions on the use of equipment and systems b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies b.7. OHS regulations and hazard prevention policies and procedures b.8. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in the use of inventory systems to organise stock control in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to organise warehouse records operations in accordance with workplace requirements including identifying record management databases, storage types and technologies; storing warehouse records; and using record management systems to retrieve information.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify record management databases, storage types and technologies</p>	<p>a. Requirements for records operations are identified and defined</p> <p>b. Types of record systems which might meet workplace requirements are identified and reviewed</p> <p>b. Advantages and disadvantages of identified systems are evaluated and noted</p> <p>c. Record management systems are selected in accordance with workplace requirements</p> <p>d. Appropriate action is taken to establish the selected record system in accordance with workplace procedures and operational requirements</p>
<p>2. Store warehouse records</p>	<p>a. Warehouse records are collected and consolidated in accordance with workplace procedures</p> <p>b. Records are stored manually and/or electronically as required in accordance with system developer's instructions and workplace procedures</p> <p>c. Records are maintained in accordance with workplace procedures</p>
<p>3. Use record management systems to retrieve information</p>	<p>a. Responses to requests for information are processed promptly</p> <p>b. Required records are accessed and retrieved in accordance with workplace procedures</p>

Range Of Variables

ORGANISE WAREHOUSE RECORDS OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements when organising warehouse records operations b. Work is performed under some supervision generally within a team environment c. Work involves the application of relevant workplace procedures and regulatory requirements to the organisation of warehouse records operations in the warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Record storage systems may be: <ul style="list-style-type: none"> e.1. micro-film e.2. computer images f. Storage requirements may include: <ul style="list-style-type: none"> f.1. security f.2. clean environment f.2. microfilm f.2. hard copies f.3. computer disks f.4. type of document f.5. confidentiality f.6. accessibility g. Hazards in the work area may include: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials g.4. oil or water on floor g.5. a fire or explosion g.6. damaged packaging or pallets g.7. debris on floor g.8. faulty racking g.9. poorly stacked pallets g.10. faulty equipment h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. RF systems h.7. oral, aural or signed communications

Range Of Variables (continued)

ORGANISE WAREHOUSE RECORDS OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing k. Consultative processes may involve: <ul style="list-style-type: none"> k.1. other employees and supervisors k.2. record system developers and suppliers k.3. customers and clients k.4. relevant authorities and institutions k.5. management and union representatives k.6. industrial relations and OHS specialists k.7. other maintenance, professional or technical staff
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. codes of practice and regulations relevant to the identification, handling and stacking of goods a.4. Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

ORGANISE WAREHOUSE RECORDS OPERATIONS

- 4. Applicable regulations and legislation
 - a. Applicable regulations and legislation may include
 - a.1. relevant codes and regulations for the packaging of goods
 - a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:
 - a.2.1. Australian and International Dangerous Goods Codes
 - a.2.2. Australian and International Explosives Codes
 - a.3. relevant Australian standards and certification requirements
 - a.4. licence, patent or copyright arrangements
 - a.5. water and road use and licence arrangements
 - a.6. export/import/quarantine/bond requirements
 - a.7. relevant State/Territory OHS and environmental protection legislation
 - a.8. workplace relations regulations
 - a.9. workers compensation regulations

ORGANISE WAREHOUSE RECORDS OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. use technologies and work systems to access and store warehouse records in accordance with customer and company requirements a.2. interpret and use workplace policies, procedures and practices in relation to records operations a.3. provide customer/client service and work effectively with others a.4. convey information in written and oral form a.5. use and maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes and regulations relevant to the organisation of warehouse records operations b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the organisation of warehouse records operations d. Focus of operation of record systems, equipment, management and site operating systems for the organisation of warehouse records e. Principles of operation and functions of warehouse records systems f. Principles of operation, functions and applications of different types of records systems g. Requirements for accessibility, security and confidentiality of records h. Computer records/documentation requirements for the organisation of warehouse records operations i. Problems that may occur when organising warehouse records operations and appropriate action that can be taken j. Housekeeping standards procedures required in the workplace k. Site layout l. Ability to select and use relevant communications, computing and office equipment when organising warehouse records operations m. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the organisation of warehouse records operations p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

ORGANISE WAREHOUSE RECORDS OPERATIONS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the knowledge and skills to organise warehouse records operations, and/or a.2. organise warehouse records operations in an appropriate range of operational contexts
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. using technologies and work systems to access and store records in accordance with customer and company requirements a.2. interpreting and using workplace policies, procedures and practices in relation to records operations a.3. providing customer/client service and working effectively with others a.4. using and maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice, regulations and legislative requirements including ADG Code (where applicable) b.3. workplace procedures and work instructions concerning the organisation of warehouse records operations (including security procedures) b.4. manufacturer's instructions on the use of equipment and systems b.5. customer service and quality assurance procedures and policies b.6. OHS regulations and hazard prevention policies and procedures b.7. environmental protection procedures c. Action is taken promptly to report and/or rectify any potential difficulties in the organisation of warehouse records operations in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to consolidate freight including assessing the scope to consolidate freight, combining or consolidating multiple shipments of products into higher volume shipments, and the related preparation of consignment documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Assess scope to consolidate freight	<ul style="list-style-type: none"> a. Capacity and capability of different transport modes available to the organisation are assessed against proposed task b. Individual consignment loads are evaluated to identify relevant information needed to combine or consolidate freight c. Information is analysed to determine where opportunities for freight consolidation exist d. Packaging requirements for consolidated cargo conform to regulatory requirements e. Procedures for the loading of cargo are planned in accordance with established industry practice and Australian Dangerous Goods (ADG) Code f. Volumes and dimensions of proposed consolidation are calculated g. Proposed consolidation is matched against operational capacity and capability of carrier
2. Prepare consignment documentation	<ul style="list-style-type: none"> a. Consignment documentation is prepared for consolidated cargo b. Labelling and marking requirements of cargo are documented in accordance with domestic and international regulations, ADG Code and workplace requirements c. Consignment documentation is completed and filed/stored in accordance with workplace procedures including dangerous goods declaration, where applicable d. Freight is consolidated taking into account segregation requirements for dangerous goods, if applicable

Range Of Variables

CONSOLIDATE FREIGHT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to efficiently and effectively combine and consolidate freight prior to shipment
2. Worksite environment	<ul style="list-style-type: none"> a. Consolidation of freight may include mixed products from multiple areas for shipment to a single customer, as well as the consolidation of smaller shipments b. Requirements for work may include: <ul style="list-style-type: none"> b.1. freight forwarding protocols and procedures b.2. communications equipment b.3. workplace operations b.4. authorities and permits b.5. hours of operation b.6. relevant regulations c. Information needed to facilitate the consolidation of freight may include: <ul style="list-style-type: none"> c.1. type, capacity and compatibility of cargo c.2. agreed delivery times and routing schedules c.3. pick-up and drop-off points c.4. specified carrier/mode of transport c.5. agreed cost structure d. Established industry practice when planning procedures for the loading of cargo includes: <ul style="list-style-type: none"> d.1. available space is used efficiently d.2. goods are packed for ease of inspection and to meet delivery and customer requirements d.3. goods are secured ensuring no damage to contents d.4. weight and volume of consolidated cargo conforms to specifications e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other employees and supervisors e.2. international and domestic agents, suppliers, clients e.3. relevant authorities and institutions e.4. management e.5. OHS specialists e.6. other professional or technical staff f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range of Variables (continued)

CONSOLIDATE FREIGHT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. Australian and international codes of practice and regulations relevant to consolidation of freight a.2. operations manuals, job specifications and procedures and induction documentation a.3. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.4. competency standards and training materials a.5. manufacturer's/client specifications, instructions a.6. workplace operating procedures and policies a.7. supplier and/or client instructions a.8. Australian and international standards, criteria and certification requirements a.9. communications technology equipment, oral, aural or signed communications a.8. quality assurance procedures a.10. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations for the import and export of cargo a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. international transport regulations, codes and procedures a.5. relevant State/Territory OHS legislation a.6. relevant State/Territory environmental protection legislation

CONSOLIDATE FREIGHT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess the potential of individual shipments for freight consolidation a.2. plan for the consolidation of cargo including procedures and protocols for forwarding various cargo to different destinations a.3. plan for the loading and appropriate labelling and marking of cargo a.4. implement relevant export regulations to consolidated load a.5. maintain workplace and regulatory records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function in the transport and distribution industry</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant codes of practice and legislative requirements including local and international freight regulations b. Relevant OHS and environmental procedures and regulations c. Procedures followed in the consolidation of freight, including: <ul style="list-style-type: none"> c.1. calculation of volumes and dimensions c.2. identification and evaluation of information needed to facilitate the consolidation of freight c.3. planning for the loading of freight c.4. completion of consignment documentation d. Sources of information/documentation needed when consolidating freight e. Customer service policies and procedures f. Ability to read and interpret instructions, procedures and labels relevant to the consolidation of freight
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to consolidated freight, and/or a.2. consolidate freight in an appropriate range of operational transport and distribution contexts

Evidence Guide (continued)

CONSOLIDATE FREIGHT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing the potential of individual shipments for freight consolidate a.2. planning for the consolidation of cargo including procedures and protocols for forwarding various cargo to different destinations a.3. planning for the loading and appropriate labelling and marking of cargo a.4. implementing relevant export regulations to consolidated load a.5. completing workplace and regulatory records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international freight regulations and codes for dangerous goods and hazardous substances b.2. OHS policies and procedures b.3. issue resolution procedures b.4. workplace procedures and instructions (including security and housekeeping procedures) b.5. standards and guidelines regarding the safe use of equipment and resources b.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified freight consolidation problems in accordance with relevant regulations and procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to organise the transport of freight or goods, including planning the transport operations, organising the transport of the freight, completing the required documentation and finalising the organisational process.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Plan transport operations</p>	<ul style="list-style-type: none"> a. Knowledge of product to be freighted and workplace procedures are applied to the analysis of the transportation process b. Domestic and international regulations, codes and procedures for the transport of freight are identified c. Resources including manual handling equipment, employees competencies, storage areas, goods management equipment and transportation equipment are identified to match the task d. Work processes are planned to meet agreed timelines e. Types of transportation required for the freight or goods is identified to match customer requirements, freight type and delivery time f. Multiple transport modes are identified where applicable g. Goods transfer methods between modes of transport are selected where appropriate
<p>2. Organise the transport of freight</p>	<ul style="list-style-type: none"> a. Employees, equipment and temporary storage areas (if required) are allocated and supervised b. Freight is secured ensuring no damage to contents c. Handling methods suitable to the goods and transport method are selected d. Individuals are informed of work requirements and timelines e. Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and according to workplace and OHS requirements f. Discrepancies in freight are noted and action undertaken in accordance with workplace procedures
<p>3. Complete organisational process</p>	<ul style="list-style-type: none"> a. Monitoring processes to track the movement of freight are implemented b. Reporting requirements are communicated to appropriate personnel c. Workplace documents and records are checked for completion and filed/stored in accordance with workplace procedures

Range Of Variables

ORGANISE TRANSPORT OF FREIGHT OR GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the transport of freight or goods b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to organise the transport of freight or goods prior to shipment
2. Worksite environment	<ul style="list-style-type: none"> a. Organisation of the transport of freight/goods may include movement of equipment, goods, materials and vehicular traffic b. Customers may be internal or external c. Operations may be conducted by day or night d. Freight/goods to be transported may include dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form e. Storage areas may be existing, temporary or permanent f. Transport modes may include road, air, rail, sea or combinations g. Information needed to facilitate the organisation of the transport of freight/goods may include: <ul style="list-style-type: none"> g.1. type, capacity and compatibility of freight/goods g.2. agreed delivery times and routing schedules g.3. pick-up and drop-off points g.4. specified mode of transport g.5. agreed cost structure h. Requirements for work may include: <ul style="list-style-type: none"> h.1. site restrictions and procedures h.2. use of safety and personal protection equipment h.3. communications equipment h.4. specialised lifting and/or handling equipment h.5. incident/accident breakdown procedures h.6. authorities and permits h.7. hours of operations h.8. noise restrictions h.9. additional gear and equipment h.10. Australian standards and guidelines for manual handling i. Hazards may include: <ul style="list-style-type: none"> i.1. hazardous or dangerous materials i.2. contamination of, or from, materials being handled i.3. noise, light, energy sources i.4. stationary and moving machinery, parts or components i.5. dust/vapours i.6. spills, leakages, ruptures i.7. service lines

Range of Variables (continued)

ORGANISE TRANSPORT OF FREIGHT OR GOODS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Consultative processes may involve: <ul style="list-style-type: none"> j.1. other employees and supervisors j.2. suppliers, potential customers and clients j.3. relevant authorities and institutions j.4. management and union representatives j.5. industrial relations and OHS specialists j.6. other maintenance, professional or technical staff k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. Australian and international codes of practice and regulations relevant to the transport of freight a.1. operations manuals, job specifications and procedures and induction documentation a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.2. competency standards and training materials a.3. manufacturer's/client specifications, instructions a.4. workplace operating procedures and policies a.5. supplier and/or client instructions a.6. Australian and International standards, criteria and certification requirements a.7. communications technology equipment, oral, aural or signed communications a.8. quality assurance procedures a.9. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant regulations for the import and export of cargo a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. international transport regulations, codes and procedures a.5. relevant State/Territory OHS legislation a.6. relevant State/Territory environmental protection legislation

ORGANISE TRANSPORT OF FREIGHT OR GOODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess storage and transport requirements and availability for the goods to be transported a.2. estimate weight and dimensions of load and any special requirements a.3. select appropriate equipment and work systems a.4. identify job and site hazards and plan work to minimise risks a.5. determine (any) required permits a.6. locate, interpret and apply relevant information a.7. maintain workplace records and documentation
<p>2 Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function in the transport and distribution industry</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant codes of practice and legislative requirements b. Relevant OHS and environmental procedures and regulations c. Procedures followed in the organisation of the transport of freight/goods, including: <ul style="list-style-type: none"> c.1. calculation/estimation of weight, volumes and dimensions c.2. identification and evaluation of information needed to facilitate the transport of freight c.3. assessing storage and transport requirements and options c.4. selecting transport/storage equipment and systems c.5. organising any required permits c.6. coordinating the transfer and storage of goods including multi-modal transport c.7. completion of transport documentation d. Sources of information/documentation needed when organising the transport of freight and goods e. Customer service policies and procedures f. Ability to read and interpret instructions, procedures and labels relevant to the organisation of the transport of freight/goods g. Ability to plan own work including prioritisation of work activities, predicting consequences and identifying improvements h. Ability to effectively negotiate to resolve issues and problems i. Ability to establish effective working relationships with colleagues and clients j. Ability to modify activities (within scope of authority) to cater for variations in workplace contexts and environment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise the transport of freight/goods, and/or a.2. organise the transport of freight/goods in an appropriate range of operational transport and distribution contexts

ORGANISE TRANSPORT OF FREIGHT OR GOODS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. assessing storage and transport requirements and availability for the goods to be transported a.2. estimating weight and dimensions of load and any special requirements a.3. selecting appropriate equipment and work systems a.4. identifying job and site hazards and planning work to minimise risks a.5. determining (any) required permits a.6. locating, interpreting and applying relevant information a.7. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS policies and procedures b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. issue resolution procedures b.5. standards and guidelines relating to the safe use of vehicles, machinery and equipment b.6. quality assurance procedures (where existing) b.7. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified problems in the transport of freight/goods in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to control and order stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers maintaining stock levels and records, organising and administering stocktakes, identifying stock losses, processing stock orders, and following up orders.

This cross-industry unit is generically equivalent to the current unit THHGGA07A *Control and order stock* in the Hospitality Industry Training Package.

ELEMENT	PERFORMANCE CRITERIA
1. Maintain stock levels and records	<ul style="list-style-type: none"> a. Stock levels are monitored and maintained at levels prescribed by workplace specifications b. Stock security systems are monitored and adjusted as required c. Stock re-order cycles are maintained, monitored and adjusted as required d. Colleagues are informed of their individual responsibilities in regard to recording of stock e. Stock storage and movement records are maintained in accordance with workplace procedures f. Stock performance is monitored and fast/slow moving items are identified and reported in accordance with workplace procedures
2. Organise and administer stocktakes	<ul style="list-style-type: none"> a. Stocktakes are organised at the appropriate time and responsibilities allocated to staff b. Accurate reports on stocktake data are produced within designated timelines
3. Identify stock losses	<ul style="list-style-type: none"> a. Losses are accurately identified, recorded and assessed against potential loss as forecast on a regular basis b. Identified losses are reported in accordance with workplace procedures c. Avoidable losses are identified and reasons are established and appropriate solutions are recommended and implemented to prevent future avoidable losses
4. Process stock orders	<ul style="list-style-type: none"> a. Orders for stock are accurately processed in accordance with workplace procedures b. Stock ordering and recording systems are accurately maintained c. Purchase and supply agreements are correctly used and appropriate details recorded d. Negotiated purchase and supply agreements are recorded accurately and filed for retrieval

5. Follow up orders	<ul style="list-style-type: none">a. Delivery process is monitored to meet agreed deadlinesb. Appropriate liaison is undertaken with colleagues and suppliers to ensure continuity of supplyc. Routine supply problems are followed up or referred to the appropriate person in accordance with workplace policyd. Stock is distributed in accordance with agreed allocations
6. Complete documentation	<ul style="list-style-type: none">a. All required records and documentation are completed in accordance with workplace procedures

Range Of Variables

CONTROL AND ORDER STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the control and ordering of stock in a workplace store b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to efficiently control and order stock in a workplace store
2. Worksite environment	<ul style="list-style-type: none"> a. This unit may apply to any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing operations) b. Suppliers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. workplace protocols and procedures c.2. communications equipment c.3. workplace operations manuals c.4. relevant regulations, authorities and permits c.5. hours of operation c.6. relevant record keeping requirements c.7. workplace quality and customer service standards d. Stock control and record systems may be: <ul style="list-style-type: none"> d.1. manual d.2. computerised e. Stock may include but is not limited to: <ul style="list-style-type: none"> e.1. production materials e.2. packaging materials e.3. equipment and tools e.4. office and stationery supplies e.5. forms, brochures and documents e.6. vouchers and tickets e.7. merchandise for sale e.8. linen e.9. food and beverage supplies f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. suppliers, representatives and drivers f.2. relevant authorities f.3. other employees and supervisors f.4. management f.5. other professional or technical staff g. Communications systems may involve: <ul style="list-style-type: none"> g.1. telephone g.2. fax g.3. email g.4. electronic data transfer of information g.5. mail

Range of Variables (continued)

CONTROL AND ORDER STOCK

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include but is not limited to: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. workplace protocols and procedures a.2. workplace specifications for the stock concerned a.3. relevant regulations a.4. supplier instructions a.5. operations manuals a.6. documentation including order forms, standard letters, etc. a.7. induction documentation a.8. delivery options a.9. relevant Australian and international standards, criteria and certification requirements a.10. communications technology equipment, oral, aural or signed communications a.11. quality assurance procedures a.12. emergency procedures a.13. relevant competency standards and training materials
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant regulations and codes of practice for receipt and storage of stock concerned a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory environmental protection legislation

CONTROL AND ORDER STOCK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. maintain continuous stock levels a.2. organise and administer stocktakes a.3. identify stock losses a.4. process stock orders a.5. follow up orders a.6. liaise effectively with colleagues and supervisors a.7. address safety and security issues a.8. apply relevant OHS and environmental regulations and procedures a.9. use appropriate personal protective equipment a.10. locate, interpret and apply relevant information a.11. maintain required workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.) b. Relevant OHS and environmental procedures and regulations c. Principles and procedures related to the control and ordering of stock, including: <ul style="list-style-type: none"> c.1. principles of stock control c.2. procedures for the ordering of stock c.3. common examples of stock control documentation and systems used in workplace stores c.4. interpretation of workplace specifications and orders for supplies c.5. stock security systems c.6. basic knowledge of relevant stock. c.7. protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology c.8. systems for the completion of relevant records/documentation d. Contacts and sources of information/documentation needed when controlling and ordering stock e. Site layout f. The purpose and procedures for the use of relevant personal protection equipment g. Customer service policies and procedures h. Ability to read and interpret instructions, procedures and labels relevant to the controlling and ordering of stock i. Ability to select and use relevant communications/computing equipment when controlling and ordering stock j. Ability to select and use relevant personal protection equipment

Evidence Guide (continued)

CONTROL AND ORDER STOCK

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to control and order stock in a workplace store, and/or</p> <p>a.2. control and order stock in a workplace store in an appropriate range of operational contexts involving relevant equipment, stock requirements, documentation, work instructions and deadlines</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. maintaining stock levels and records</p> <p>a.2. organising and administering stocktakes</p> <p>a.3. identifying stock losses</p> <p>a.4. processing and following up stock orders</p> <p>a.5. liaising effectively with supplier representatives, drivers and colleagues</p> <p>a.6. addressing safety and security issues</p> <p>a.7. applying relevant OHS and environmental regulations and procedures</p> <p>a.8. using appropriate personal protective equipment</p> <p>a.9. locating, interpreting and applying relevant information</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and legislative requirements</p> <p>b.2. workplace procedures and instructions (including security and housekeeping procedures)</p> <p>b.3. issue resolution procedures</p> <p>b.4. standards and guidelines relating to materials and equipment</p> <p>b.5. OHS policies and procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	2

TDTA3901A RECEIVE AND STORE STOCK

Field A Handling Cargo/Stock

DESCRIPTION:

This unit involves the skills and knowledge required to receive and store stock for a workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers taking delivery of stock, storing the received stock, and rotating and maintaining stock in accordance with relevant regulatory and workplace procedures.

This cross-industry unit is generically equivalent to the current unit THHGGA06A Receive and store stock in the Hospitality Industry Training Package.

ELEMENT	PERFORMANCE CRITERIA
1. Take delivery of stock	<ul style="list-style-type: none"> a. Incoming stock is accurately checked against orders and delivery documentation in accordance with workplace procedures b. Variations are accurately identified, recorded and communicated to the appropriate person c. Items are inspected for damage, quality, use-by dates, breakages or discrepancies, and records are made in accordance with workplace policy
2. Store stock	<ul style="list-style-type: none"> a. All stock is promptly and safely transported to appropriate storage area without damage b. Stock is stored in the appropriate location within the area and in accordance with workplace security procedures c. Appropriate personal protection equipment is correctly used during receipt and storage operations d. Stock levels are accurately recorded in accordance with workplace procedures e. Stock is labelled in accordance with workplace procedures
3. Rotate and maintain stock	<ul style="list-style-type: none"> a. Stock is rotated, where required, in accordance with workplace policy b. Stock is moved using appropriate equipment, if necessary, in accordance with OHS requirements, relevant regulations and workplace procedures c. Quality of stock is checked and reported d. Appropriate action is taken where the quality of the stock is found to be outside specified standards e. Stock is placed in storage or disposed of in accordance with workplace policy
4. Complete documentation	<ul style="list-style-type: none"> a. All required records and documentation are completed in accordance with workplace procedures

Range Of Variables

RECEIVE AND STORE STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice, regulations and workplace procedures for the receipt and storage of stock in a workplace store b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to safely and efficiently receive and store stock in a workplace store
2. Worksite environment	<ul style="list-style-type: none"> a. This unit may apply to any workplace store in an enterprise/organisation in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organisations involving major and/or dedicated warehousing operations) b. Suppliers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. workplace protocols and procedures c.2. communications equipment c.3. workplace operations manuals c.4. relevant regulations, authorities and permits c.5. hours of operation c.6. relevant record keeping requirements c.7. workplace quality and customer service standards d. Stock control and record systems may be: <ul style="list-style-type: none"> d.1. manual d.2. computerised e. Stock may include but is not limited to: <ul style="list-style-type: none"> e.1. production materials e.2. packaging materials e.3. equipment and tools e.4. office and stationery supplies e.5. forms, brochures and documents e.6. vouchers and tickets e.7. merchandise for sale e.8. linen e.9. food and beverage supplies f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. suppliers, representatives and drivers f.2. relevant authorities f.3. other employees and supervisors f.4. management f.5. other professional or technical staff g. Communications systems may involve: <ul style="list-style-type: none"> g.1. telephone g.2. fax g.3. email g.4. electronic data transfer of information g.5. mail

Range of Variables (continued)

RECEIVE AND STORE STOCK

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include but is not limited to: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. workplace protocols and procedures a.2. workplace specifications for the stock concerned a.3. relevant regulations a.4. supplier instructions a.5. operations manuals a.6. documentation including order forms, standard letters, etc. a.7. induction documentation a.8. delivery options a.9. relevant Australian and international standards, criteria and certification requirements a.10. communications technology equipment, oral, aural or signed communications a.11. quality assurance procedures a.12. emergency procedures a.13. relevant competency standards and training materials
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. relevant regulations and codes of practice for receipt and storage of stock concerned a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory environmental protection legislation

RECEIVE AND STORE STOCK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. efficiently and safely receive and store stock in the appropriate industry context, including: <ul style="list-style-type: none"> a.1.1. taking delivery of stock a.1.2. storing stock a.1.3. rotating and maintaining stock a.2. liaise effectively with supplier representatives, drivers and colleagues a.3. appropriately address safety and security issues when receiving and storing stock a.4. apply relevant OHS and environmental regulations and procedures a.5. correctly use appropriate personal protective equipment a.6. communicate effectively both orally and in writing when receiving and storing stock a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.) b. Relevant OHS and environmental procedures and regulations c. Principles and procedures related to the receiving and storage of stock, including: <ul style="list-style-type: none"> c.1. principles of stock control c.2. common examples of stock control documentation and systems used in workplace stores c.3. interpretation of workplace specifications and orders for supplies c.4. stock security systems c.5. safe lifting and handling procedures c.6. basic knowledge of relevant stock c.7. protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology c.8. completion of relevant records/documentation d. Contacts and sources of information/documentation needed when receiving and storing stock e. Site layout f. The purpose and procedures for the use of relevant personal protection equipment g. Customer service policies and procedures h. Ability to read and interpret instructions, procedures and labels relevant to receiving and storing stock i. Ability to select and use relevant communications/computing equipment when receiving and storing stock j. Ability to select and use relevant personal protection equipment

Evidence Guide (continued)

RECEIVE AND STORE STOCK

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise the international transport of freight, and/or</p> <p>a.2. organise the international transport of freight in an appropriate range of operational transport and distribution contexts involving relevant equipment, job orders, work instructions and deadlines</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. receiving and storing stock</p> <p>a.2. liaising effectively with supplier representatives, drivers and colleagues</p> <p>a.3. addressing safety and security issues</p> <p>a.4. applying relevant OHS and environmental regulations and procedures</p> <p>a.5. using appropriate personal protective equipment</p> <p>a.6. locating, interpreting and applying relevant information</p> <p>a.7. maintaining workplace records and documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and legislative requirements</p> <p>b.2. workplace procedures and instructions (including security and housekeeping procedures)</p> <p>b.3. issue resolution procedures</p> <p>b.4. standards and guidelines related to vehicles and equipment</p> <p>b.5. OHS policies and procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report and/or rectify any identified operational problems in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to carry out basic border clearance functions in accordance with Customs and related legislation and workplace requirements including creating ICS import declarations* entries for import clearance, resolving problems arising from lodgement of entries, and undertaking post-entry amendments.

Note: A primary responsibility of a customs broker, acting as an agent for the owner of the goods, is to ensure compliance with Australian Customs and other related legislation.

[NOTE: In the Customs Broking Industry Sector, there are initiatives forming part of the Cargo Management Re-engineering (CMR) Project to replace the previous COMPILE system with ICS. Training providers should ensure that training and assessment against this unit reflects the current practices flowing from these initiatives.]*

ELEMENT	PERFORMANCE CRITERIA
<p>1. Create ICS import declarations for import clearance</p>	<p>Information required for ICS import declarations is determined</p> <ul style="list-style-type: none"> b. Required information for ICS import declarations is prepared c. Staff delegated to prepare required information are supported to complete tasks accurately and in a timely manner d. Information and calculations are checked for accuracy e. Required information for ICS import declarations is collated and entered f. Process Request for Cargo Release – (RCR) and Periodic Declaration for Accredited Clients as required
<p>2. Resolve problems arising from lodgement of entries or import declarations</p>	<p>Progress of lodging entries is monitored</p> <ul style="list-style-type: none"> b. Problems arising in lodgement of entries are identified and action taken to address problems
<p>3. Undertake post-entry amendments (where applicable)</p>	<p>Needs for amendments are confirmed as required</p> <ul style="list-style-type: none"> b. Amending entries are created in accordance with Customs and related legislation as well as workplace procedures and regulatory requirements

Range Of Variables

CARRY OUT BORDER CLEARANCE FUNCTIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the conduct of border clearance functions b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of Customs and related legislation and workplace procedures and to the conduct of basic border clearance functions as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. COMPILE refers to Customs On-line Method of Producing from Invoice Lodgeable Entries e. ICS refers to Integrated Cargo System f. 'Resolve Problems' may include identifying and implementing contingency arrangements when online systems have outages g. Freight services covers the application of all products and services offered by the workplace h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. clients h.3. agents h.4. relevant authorities and institutions i. New developments in border clearance operations may include <ul style="list-style-type: none"> i.1. regulations i.2. processes i.3. systems i.4. technology i.5. types and packaging of goods j. Information on new developments in border clearance operations may be obtained from: <ul style="list-style-type: none"> j.1. internal networks such as: own team, staff in other departments, support staff, managers, training staff, etc. j.2. external networks j.3. bulletins, journals, magazines, books, etc. j.4. Internet websites j.5. internal and external training programs k. Ways of learning skills and knowledge required for new developments in border clearance operations may include: <ul style="list-style-type: none"> k.1. external training programs k.2. internal training programs k.3. reading independently k.4. coaching in the workplace k.5. on-line learning on a computer k.6. networking with relevant internal and external contacts

Range Of Variables (continued)

CARRY OUT BORDER CLEARANCE FUNCTIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. electronic data interchange (EDI) l.3. fax l.4. e-mail l.5. Internet l.6. RF systems l.7. oral, aural or signed communications <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established procedures m.5. standard operating procedures (SOPs)
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. other regulatory requirements pertaining to border clearance functions a.3. relevant sections of the Australian Customs Manual a.4. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.6. internal documentation used for border clearance functions a.7. operations manuals, job specifications and induction documentation a.8. manufacturer's specifications for equipment a.9. workplace procedures and policies a.10. client instructions a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. privacy legislation a.3. export/import/quarantine/bond requirements a.4. relevant State/Territory OHS and environmental protection legislation

CARRY OUT BORDER CLEARANCE FUNCTIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. create ICS import declarations for import clearance a.2. resolve problems arising from lodgement of entries a.3. undertake post-entry amendments a.4. communicate and negotiate with clients a.5. select and use the technology required for basic border clearance functions a.6. locate, interpret and apply relevant information a.7. learn skills and knowledge required for relevant new developments in border clearance functions a.8. work effectively and collaboratively with others a.9. maintain workplace records a.10. respond appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.11. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.12. follow the designated work plan for the work
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Customs and related legislation relevant to border clearance functions b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for border clearance operations d. Focus of operation of work systems, equipment, management and site operating systems for border clearance operations e. Problems that may occur when carrying out border clearance functions and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of border clearance functions, including: <ul style="list-style-type: none"> f.1. a. the functions & responsibilities of a customs broker nominee b. the functions & responsibilities of a sole trader or corporate broker f.2. purpose and features of "Frontline" and "Customs Watch" programs f.3. the role and authority of Customs and how it fits into the structure of the Government f.4. the types of customs duties & how customs duties are applied f.5. Special Tariff measures and protection policy f.6. the purpose of warehousing of goods & the obligations of a warehouse proprietor to Customs f.7. Customs and related legislation relating to the import of goods f.8. the factors which make up the landed cost from commercial and customs documentation f.9. regulations related to prohibited exports and imports f.10. relevant parts of Trademark and copyright legislation, the Olympic Insignia Protection Act, the Commerce (Trade Descriptions) Act and Commerce (Imports) Regulations

CARRY OUT BORDER CLEARANCE FUNCTIONS

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> g. Sources of information on new developments in border clearance operations h. Ways of learning the skills and knowledge required for new developments in border clearance operations i. Cultural differences amongst customers, internal and external freight contacts and within the customer service team and their implications when carrying out border clearance functions j. Documentation requirements for border clearance operations k. Ability to: <ul style="list-style-type: none"> k.1. read and interpret instructions, procedures and information relevant to the conduct of border clearance functions k.2. identify import restrictions and prohibitions from relevant sources k.3. select and use relevant computer/communication/office equipment when carrying out border clearance functions k.4. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits k.5. work collaboratively as part of a operational team k.6. enter information using appropriate technology k.7. take responsibility for basic border clearance functions k.8. identify, interpret and learn skills and knowledge required for relevant new developments in border clearance functions k.9. solve problems that may arise during basic border clearance operations k.10. plan and organise own work activities k.11. negotiate, communicate and liase effectively with clients and others
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out basic border clearance functions, and/or a.2. carry out basic border clearance functions in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. creating import declarations for import clearance a.2. resolving problems arising from lodgement of entries a.3. undertaking post-entry amendments a.4. communicating and negotiating with clients a.5. selecting and using the technology required for basic border clearance functions a.6. locating, interpreting and applying relevant information a.7. learning skills and knowledge required for relevant new developments in border clearance functions a.8. working effectively and collaboratively with others a.9. maintaining workplace records a.10. responding appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.11. selecting and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.12. following the designated work plan for the work

Evidence Guide (continued)

CARRY OUT BORDER CLEARANCE FUNCTIONS

<p>5. Consistency in performance (continued)</p>	<p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. procedures for compliance with Customs and related legislation pertinent to basic border clearance functions b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning basic border clearance functions (including privacy and security procedures) b.4. manufacturer's instructions for the use of equipment required for border clearance functions b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies <p>c. Action is taken promptly to report and/or rectify any difficulties in the conduct of basic border clearance functions in accordance with relevant legislative requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment must fulfil the requirements of Customs and other pertinent regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	2	1	1

TDTA4904A IMPLEMENT SPECIALIST PERMIT REQUIREMENTS AS PART OF
CUSTOMS BROKING ACTIVITIES

Field A Handling cargo/stock

DESCRIPTION:

This unit involves the skills and knowledge required to implement specialist permit requirements as part of customs broking activities in accordance with Customs and related legislation and workplace requirements, including identifying required permits, completing permit applications and facilitating gaining of permits.

Note: A primary responsibility of a customs broker, acting as an agent on behalf of the owner of the goods, is to ensure compliance with Australian Customs and other related legislation.

ELEMENT	PERFORMANCE CRITERIA
1. Identify required permits	<ul style="list-style-type: none"> a. Goods requiring permits are identified b. Correct permits are identified for import / export of goods c. Goods and commodities restricted / prohibited for import / export under the laws of Australia and other countries are identified
2. Complete permit applications	<ul style="list-style-type: none"> a. Permit application process is understood and followed b. Specialist expertise is engaged to clarify permit application process as required c. Information required for permit application is gathered and documented d. Other required documentation is identified and gathered e. Liaison is undertaken with client as required to facilitate completion of permit application f. Permit application is checked g. Permit application and other required documentation is lodged h. Client is kept informed about the application process and progress
3. Facilitate gaining of permits	<ul style="list-style-type: none"> a. Problems arising with application are identified and addressed b. Negotiations and discussions are entered into with clients, relevant personnel and permit issuing authorities to facilitate issuing of permits c. Approved applications are reviewed to ensure compliance with client requirements d. Permit requirements are communicated to clients e. Application and permit documentation is stored in accordance with workplace and relevant regulatory requirements

Range Of Variables

IMPLEMENT SPECIALIST PERMIT REQUIREMENTS AS PART OF CUSTOMS BROKING ACTIVITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the issuing of relevant specialist permit requirements b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of Customs and related legislation and workplace procedures to the implementation of specialist permit requirements as part of customs broking and freight forwarding activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. <i>Permits may be obtained from the following agencies but are not limited to:</i> <ul style="list-style-type: none"> d.1. Australian Quarantine and Inspection Service d.2. Australian Custom Service d.3. Environment Australia d.4. Department of Agriculture, Fisheries and Forestry d.5. Department of Industry, Tourism and Resources d.6. Department of Health and Ageing d.7. Department of Defence d.8. Department of Foreign Affairs and Trade d.9. Australian Federal Police d.10. Australian Wine and Brandy Corporation d.11. Health Insurance Commission d.12. Wheat Export Authority d.13. Attorney General's Department d.14. Department of Transport and Regional Services e. Restricted / prohibited goods / commodities subject to quarantine and wildlife conservation regulations or other regulatory and/or permit requirements may include: <ul style="list-style-type: none"> e.1. livestock e.2. flora and fauna e.3. wines and spirits e.4. specified horticultural products e.5. plant and animal products from countries with known diseases, viruses and other contagious pathogens e.6. commodities containing ozone-depleting substances e.7. therapeutic goods e.8. hazardous waste e.9. heritage and cultural items e.10. dangerous goods, explosives, firearms and ammunition e.11. imported foods e.12. industrial chemicals e.13. goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) as determined by the DFAT e.14. other commodities subject to Australian and overseas government regulations and requiring specialist permits

Range Of Variables (continued)

IMPLEMENT SPECIALIST PERMIT REQUIREMENTS AS PART OF CUSTOMS BROKING ACTIVITIES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Checking of permit application includes checking for:</p> <ul style="list-style-type: none"> f.1. accuracy f.2. missing information f.3. unfulfilled requirements f.4. supplementary documents required <p>g. Communication in the work area may include:</p> <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. RF systems g.7. oral, aural or signed communications <p>h. Consultative processes may involve:</p> <ul style="list-style-type: none"> h.1. relevant permit issuing authorities and institutions h.2. other employees and supervisors h.3. clients h.4. agents h.5. management representatives <p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. permit application process and requirements for the specialist permits involved a.2. relevant Customs and related legislation a.3. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.4. internal documentation used when implementing the relevant specialist permit requirements a.5. operations manuals, job specifications and induction documentation a.6. workplace procedures and policies a.8. client instructions a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. relevant Australian standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures a.13. controlled or prohibited goods lists

Range Of Variables (continued)

IMPLEMENT SPECIALIST PERMIT REQUIREMENTS AS PART OF CUSTOMS BROKING ACTIVITIES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the issuing of specialist permitsa.2. Customs and related legislationa.3. export/import/quarantine/bond requirementsa.4. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substancesa.5. other Australian legislation relating to restrictions and prohibitions on imports and exports and related permit requirementsa.6. Weapons of Mass Destruction (WMD) Acta.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

IMPLEMENT SPECIALIST PERMIT REQUIREMENTS AS PART OF CUSTOMS BROKING ACTIVITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify required permits a.2. complete permit applications a.3. facilitate gaining of permits a.5. communicate and negotiate with customers and agencies responsible for the issuing of permits a.8. locate, interpret and apply relevant information a.9. learn skills and knowledge required for new developments in permit requirements a.10. work effectively and collaboratively with others a.11. maintain workplace records a.12. respond appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.13. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.14. follow the designated plan for the work activities
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Customs, AQIS and other related legislation relevant to the implementation of specialist permit requirements, including the ADG Code and relevant wildlife conservation, quarantine or other legislative requirements</p> <p>b. Relevant specialist permit procedures and guidelines</p> <p>c. Workplace procedures and policies for the implementation of specialist permit requirements</p> <p>d. Focus of operation of work systems, equipment, management and site operating systems for the implementation of specialist permit requirements</p> <p>e. Problems that may occur when implementing specialist permit requirements and appropriate action that can be taken to resolve the problems</p> <p>f. Information on relevant aspects of specialist permit requirements, including but not limited to:</p> <ul style="list-style-type: none"> f.1. wildlife conservation, i.e.: <ul style="list-style-type: none"> f.1.1. wildlife conservation in Australia f.1.2. International Treaties for Wildlife Conservation f.1.3. export/Import regulations for Wildlife f.1.4. wildlife import documentation requirements f.1.5. wildlife export documentation requirements f.2. quarantine permit requirements, i.e.: <ul style="list-style-type: none"> f.2.1. AQIS f.2.2. quarantine treatment f.2.3. AQIS approved premises f.2.4. cargo clearance f.2.5. pests and diseases f.2.6. plant quarantine f.2.7. animal quarantine f.2.8. plant & animal exports

IMPLEMENT SPECIALIST PERMIT REQUIREMENTS AS PART OF CUSTOMS BROKING ACTIVITIES

<p>3. Required knowledge and skills (continued)</p>	<p>f.3. Other specialist permit requirements including but not restricted to</p> <ul style="list-style-type: none"> f.3.1. wines and spirits f.3.2. prescribed amounts of cash f.3.3. commodities containing ozone-depleting substances f.3.4. requirements for Therapeutic Goods Permits (TGPs) f.3.5. hazardous waste f.3.6. heritage and cultural items f.3.7. dangerous goods, explosives, firearms, ammunition, and chemical, biological and radioactive weapons materials and components f.3.8. imported food program and permit regulations f.3.9. requirements of the National Industrial Chemicals Notification and Assessment Scheme (NICNAS) f.3.10. regulations and permits pertaining to goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) as determined by the Department of Foreign Affairs and Trade f.3.11. Dual use goods covered by the WMD Act <p>g. Documentation requirements for specialist permits</p> <p>h. Ability to:</p> <ul style="list-style-type: none"> h.1. select and use relevant computer/communication/office equipment when implementing specialist permit requirements h.2. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits h.3. work collaboratively as part of a customs broking/freight forwarding team h.4. present information using appropriate media and technology h.5. take responsibility for implementing relevant specialist permit requirements h.6. identify, interpret and learn skills and knowledge required for new developments in relevant permit requirements h.7. solve problems that may arise when implementing specialist permit requirements h.8. plan and organise work activities when implementing specialist permit requirements h.9. read and interpret instructions, procedures and information relevant to the specialist permit requirements h.10. negotiate, communicate and liaise effectively with customers and others h.11. use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement relevant specialist permit requirements and/or a.2. to implement relevant specialist permit requirements in an appropriate range of operational situations

IMPLEMENT SPECIALIST PERMIT REQUIREMENTS AS PART OF CUSTOMS BROKING ACTIVITIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying required permits a.2. completing permit applications a.3. facilitating the gaining of relevant permits a.4. communicating and negotiating with customers and agencies responsible for the issuing of permits a.5. selecting and using required technology a.6. selecting and appropriately using protective equipment and clothing a.7. locating, interpreting and applying relevant information a.8. learning about new developments in permit requirements a.9. working effectively in collaboration with others a.10. maintaining workplace records a.11. following the designated work plan for the job a.12. responding to cultural differences amongst customers, internal and external contacts and within the operational team <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. procedures for compliance with relevant Customs, AQIS and other related legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the implementing relevant specialist permit requirements (including housekeeping, privacy and security procedures) b.4. manufacturer's instructions for the use of equipment <p>c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the implementing relevant specialist permit requirements in accordance with relevant legislative requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must fulfil any specified skill and knowledge and related assessment requirements of relevant permit issuing authorities (PIAs)</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	3	1

TDTA5004A IMPLEMENT GST REGULATIONS AS PART OF CUSTOMS BROKING ACTIVITIES

Field A Handling cargo/stock

DESCRIPTION:

This unit involves the skills and knowledge required to implement GST regulations (Goods and Services Tax) as part of customs broking activities, including determining the applicability of GST and other relevant taxes, determining tax exemptions and taxes to be paid and documenting the results of all tax determinations.

A primary responsibility of a customs broker is to ensure compliance with Australian Customs and other related legislation.

ELEMENT	PERFORMANCE CRITERIA
1. Determine applicability of GST and other relevant taxes	<ul style="list-style-type: none"> a. Applicability of GST and related taxes to goods and commodities is determined b. Allowable exemptions and specialised schemes relating to GST and related taxes are researched for applicability to enterprise operations and specific trade arrangements c. Allowable exemptions are applied to goods and commodities d. Accuracy of determinations is checked
2. Determine taxes	<ul style="list-style-type: none"> a. Components of goods and commodities to be excluded from calculations of GST and related taxes are determined b. GST and related taxes on goods and commodities are calculated c. Accuracy of calculations are checked
3. Document tax determinations in accordance with legislative requirements	<ul style="list-style-type: none"> a. Results of calculations are recorded on appropriate documentation b. Calculations are checked for accuracy and verified as required c. Completed documentation is stored and retained, and passed on to client and other relevant personnel as required in accordance with the requirements of Customs and related legislation and workplace procedures

Range Of Variables

IMPLEMENT GST REGULATIONS AS PART OF CUSTOMS BROKING ACTIVITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation concerning the implementation of GST regulations as part of customs broking activities b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of Customs and related legislation and workplace procedures to the implementation of GST regulations as part of customs broking activities
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. <i>GST and related taxes refers to:</i> <ul style="list-style-type: none"> d.1. Goods and Services Tax d.2. Wine Equalisation Tax (WET) d.3. Luxury Car Tax (LCT) d.4. other taxes on imported / exported goods and commodities e. <i>Assistance schemes refers to:</i> <ul style="list-style-type: none"> e.1. Tradex Scheme which provides for an upfront exemption from customs duty and taxes on imported goods intended for re-export or to be used as inputs to exports e.2. Enhanced Projects By Laws (EPBS) provides duty concessions on eligible goods used in major projects f. Allowable exemptions and specialised schemes refers to: government initiatives and schemes to promote exports of Australian goods and commodities g. Verification may be undertaken by: <ul style="list-style-type: none"> g.1. customs broker g.2. other experienced colleagues within the organisation h. Documentation may be passed on to: <ul style="list-style-type: none"> h.1. colleagues for further processing h.1. manager for checking and verification h.2. customs broker i. New developments in the implementation of GST regulations may include changes in: <ul style="list-style-type: none"> i.1. technology i.2. products i.3. GST and customs regulations i.4. processes i.5. systems j. Information on new developments in the implementation of GST regulations may be obtained from: <ul style="list-style-type: none"> j.1. internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc. j.2. external networks such as: staff in Customs, ATO and various regulatory authorities, staff in other customs broking enterprises, etc.

Range Of Variables (continued)

IMPLEMENT GST REGULATIONS AS PART OF CUSTOMS BROKING ACTIVITIES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j.3. bulletins, journals, magazines, books, etc. j.4. Internet websites j.5. internal and external training programs k. Ways of learning skills and knowledge required for new developments in the implementation of GST regulations may include: <ul style="list-style-type: none"> k.1. external training programs k.2. internal training programs k.3. reading independently k.4. coaching in the workplace k.5. on-line learning on a computer k.6. networking with relevant internal and external contacts l. Communication in the work area may include: <ul style="list-style-type: none"> l.1. phone l.2. electronic data interchange (EDI) l.3. fax l.4. e-mail l.5. Internet l.6. RF systems l.7. oral, aural or signed communications m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established procedures m.5. standard operating procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. relevant documentation and guidance materials on the New Tax System (Goods and Services Tax) Act 1999 and Customs and other legislation as they relate to the implementation of GST regulations as part of customs broking activities a.2. ATO rulings on GST a.3. manifests, cartnotes, delivery notes, special clearances, consignment notes a.4. internal documentation used for the implementation of GST regulations as part of customs broking activities a.5. codes of practice and regulations relevant to the implementation of GST regulations as part of customs broking activities a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. workplace procedures and policies a.9. client instructions a.10. quality assurance procedures

Range Of Variables (continued)

IMPLEMENT GST REGULATIONS AS PART OF CUSTOMS BROKING ACTIVITIES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. Customs and related legislationa.2. A New Tax System (Goods and Services Tax) Act 1999 and Customs and other legislation as they relate to the implementation of GST regulations as part of customs broking activitiesa.3. Trade Modernisation Legislationa.4. other taxation legislationa.5. export/import/quarantine/bond requirements

IMPLEMENT GST REGULATIONS AS PART OF CUSTOMS BROKING ACTIVITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. determine applicability of GST and other relevant taxes a.2. determine taxes a.3. document tax determinations a.4. communicate and negotiate with clients a.5. select and use the technology required to the implement GST regulations as part of customs broking activities a.6. locate, interpret and apply relevant information a.7. learn skills and knowledge required for relevant new developments in GST regulation as they relate to customs broking activities a.8. work effectively and collaboratively with others a.9. maintain workplace records a.10. respond appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.11. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.12. follow the designated work plan for the work
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. A New Tax System (Goods and Services Tax) Act 1999 b. Customs and other related legislation as they apply to the implementation of GST regulations c. Workplace procedures and policies for implementing GST regulations d. Focus of operation of work systems, equipment, management and site operating systems for the implementation of GST regulations as they relate to customs broking activities e. Problems that may occur when implementing GST regulations and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of GST regulations as they relate to customs broking and freight forwarding activities, including: <ul style="list-style-type: none"> f.1. key features of the GST legislation f.2. GST system overview f.3. basic operation of the GST system f.4. roles and responsibilities of Australian Customs Service (Customs) and the Australian Taxation Office (ATO) as they relate to GST f.5. registration process f.6. GST accounting requirements f.7. GST-free goods and supplies f.8. GST input-taxed supplies f.9. GST collection and remittance f.10. special rules pertaining to GST requirements f.11. impact of GST on Customs functions f.12. calculations of GST on taxable importations f.13. transport and insurance costs attracting GST f.14. impact of GST on importers and exporters f.15. non-taxable importation

IMPLEMENT GST REGULATIONS AS PART OF CUSTOMS BROKING ACTIVITIES

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> g. Sources of information on new developments in GST regulations as they relate to customs broking activities h. Ways of learning the skills and knowledge required for new developments in GST regulations as they relate to customs broking activities i. Documentation requirements for the implementation of GST regulations as they relate to customs broking activities j. Ability to: <ul style="list-style-type: none"> j.1. select and use relevant computer/communication/office equipment when implementing GST regulations j.2. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits j.3. work collaboratively as part of an operational team j.4. enter information using appropriate media and technology j.5. identify, interpret and learn skills and knowledge required for relevant new developments in GST regulations and related systems and technology j.7. solve problems that may arise when implementing GST regulations j.8. plan and organise work activities j.9. read and interpret instructions, procedures and information relevant to the implementation of GST regulations as they relate to customs broking activities j.10. negotiate, communicate and liaise effectively with clients and others
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implementation of GST regulations as part of customs broking activities, and/or a.2. implementation of GST regulations as part of customs broking activities in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. determining applicability of GST and other relevant taxes a.2. determining taxes a.3. documenting tax determinations a.4. communicating and negotiating with clients a.5. selecting and using the technology required to the implement GST regulations as part of customs broking activities a.6. locating, interpreting and applying relevant information a.7. learning skills and knowledge required for relevant new developments in GST regulation as they relate to customs broking activities a.8. working effectively and collaboratively with others a.9. maintaining workplace records a.10. responding appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.11. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.12. following the designated work plan for the work

IMPLEMENT GST REGULATIONS AS PART OF CUSTOMS BROKING ACTIVITIES

<p>5. Consistency in performance (continued)</p>	<ul style="list-style-type: none"> b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. procedures for compliance with Customs, Taxation and related legislation b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the implementation of GST regulations as they relate to customs broking activities (including privacy and security procedures) b.4. manufacturer's instructions for the use of relevant systems and equipment b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies c. Action is taken promptly to report and/or rectify any or difficulties in the implementation of GST regulations as they relate to customs broking activities in accordance with legislative requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
<p>6. Context for assessment</p>	<ul style="list-style-type: none"> a. Assessment must fulfil the requirements of Customs, ATO and other pertinent regulatory authorities b. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	2	2	1

DESCRIPTION:

This unit involves the skills and knowledge required by an 'Accredited Person' to carry out non-commodity quarantine procedures in accordance with AQIS regulatory and workplace requirements including confirming AQIS accreditation and Compliance Agreement status for FCL/FCX container clearance, assessing a packing declaration, assessing a treatment certificate, converting quantities detailed in treatment certificates, checking and confirming unpack destinations, and entering required Automatic Entry Processing (AEP) codes. It also includes confirmation that all documentation is valid and meets AQIS requirements and making sure that all required documentation and records are completed and retained.

Note: A primary responsibility of a customs broker, acting as an agent for the owner of the goods, is to ensure compliance with Australian Customs and other related legislation.

(Persons achieving competence in this unit will need to fulfil all of the AQIS requirements for an 'Accredited Person' in assessing non-commodity documentation on behalf of AQIS in order to facilitate the quarantine clearance of freight).

[NOTE: In the Customs Broking Industry Sector, there are initiatives forming part of the Cargo Management Re-engineering (CMR) Project to replace the COMPILE system with ICS. Training providers should ensure that training and assessment against this unit reflects the current practices flowing from these initiatives.]

ELEMENT	PERFORMANCE CRITERIA
<p>1. Confirm AQIS accreditation status for FCL/FCX container clearance</p>	<p>a. A check is made to assess if the business/registered owner of the goods concerned has a valid Compliance Agreement with AQIS</p> <p>b. If the business/registered owner of the goods concerned does have a valid Compliance Agreement with AQIS, 'No' is entered in COMPILE to the first AQIS Non-commodity Declaration Question</p> <p>c. If the business/registered owner of the goods concerned does <u>not</u> have a valid Compliance Agreement with AQIS, 'Yes' is entered in COMPILE to the first AQIS Non-commodity Declaration Question</p>
<p>2. Assess a packing declaration</p>	<p>a. Packing declaration is checked to confirm whether or not it contains acceptable straw, timber and bark declarations in accordance with the AQIS Containerised Cargo Clearance Manual</p> <p>b. Packing declaration is checked to confirm that all required information is present as detailed in the AQIS Containerised Cargo Clearance Manual. If all declarations are acceptable and all information is confirmed as being present, 'No' is entered in COMPILE to the second AQIS Non-commodity Declaration Question</p> <p>c. If any declaration is unacceptable or if some required information is missing, 'Yes' is entered in COMPILE to the second AQIS Non-commodity Declaration Question</p>

3. Assess a treatment certificate	<ul style="list-style-type: none"> a. Treatment certificate is checked to confirm whether or not the treatment provider is acceptable to AQIS b. Treatment certificate is checked to confirm that all critical fields are legible as detailed in the AQIS Containerised Cargo Clearance Manual c. If the chemical used or treatment applied are acceptable and all information is confirmed as being present, 'No' is entered in COMPILE to the second AQIS Non-commodity Declaration Question d. If any chemical or treatment is unacceptable or if some required information is missing, 'Yes' is entered in COMPILE to the second AQIS Non-commodity Declaration Question
4. Convert quantities detailed in treatment certificates	<ul style="list-style-type: none"> a. Quantities of fumigants stated in a treatment certificate as being used to treat a given volume of material are checked against AQIS requirements b. Where necessary, required conversions are carried out to ensure that the quantity of fumigant and volume of material are expressed in the correct measures
5. Check and confirm unpack destination	<ul style="list-style-type: none"> a. The unpack destination postcode is checked against the AQIS approved postcodes for 'metropolitan', 'fringe rural' and 'rural' destinations b. Where the postcode of the unpack address is unknown or the unpack postcode is not present on the metropolitan list, or the postcode is marked with an asterisk and there is not an endorsed letter from AQIS giving permission to deliver the consignment to that address, 'Yes' is entered in COMPILE to the second AQIS Non-commodity Declaration Question c. Where the unpack destination postcode is confirmed against the relevant AQIS approved postcode, 'No' is entered in COMPILE to the second AQIS Non-commodity Declaration Question
6. Confirm that all documentation is valid and meets AQIS requirements	<ul style="list-style-type: none"> a. Information contained in packing declarations and treatment certificate is combined in accordance with the AQIS Containerised Cargo Clearance Manual. The combined documentation is cross referenced and all sections of the documentation is checked to confirm that they match b. If irregularities are detected, 'Yes' is entered in COMPILE to the second AQIS Non-commodity Declaration Question
7. Enter required Automatic Entry Processing (AEP) codes	<ul style="list-style-type: none"> a. Automatic Entry Processing (AEP) Activity Code(s) are entered into the AEP Code Field on the Joint Entry Management Computer System (JEMS) in accordance with the AQIS Operational Procedures Statements for the Automatic Entry Processing for FCL Scheme b. The Location Code for the Quarantine Approved Premises where the activity is to take place is inserted into the Inspection field on the JEMS screen in accordance with the AQIS Operational Procedures Statements for the Automatic Entry Processing for FCL Scheme
8. Ensure that all documentation and records are completed and correctly retained	<ul style="list-style-type: none"> a. All principal documentation and records of cleared imports including all relevant shipping documents, packing declarations, bills of lading, etc. are maintained in accordance AQIS requirements b. Clients are advised that AQIS may call up this documentation during any audit c. Records and documents concerning quarantine non-commodity clearance are held for at least six weeks from time entry is lodged with COMPILE

Range Of Variables

CARRY OUT NON-COMMODITY QUARANTINE PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with AQIS Containerised Cargo Clearance for FCL/X Scheme (CCCFCL) and the relevant Enterprise Compliance Agreement with AQIS b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of AQIS procedures and regulatory requirements to the quarantine clearance of freight as an Accredited Person in an enterprise bound by a Compliance Agreement with AQIS
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. The AQIS Containerised Cargo Clearance for FCL/X Scheme (CCCFCL) is a scheme developed to allow business entities to subscribe to a Compliance Agreement with AQIS, and for the business's 'Accredited Persons' to assess non-commodity documentation on behalf of AQIS, in order to facilitate the quarantine clearance of FCL and FCX freight. e. The AEP system is the Automatic Entry Processing system --the AQIS system that processes the electronic import entries lodged by 'Accredited Persons' according to the Automatic Entry Processing Activity and Location codes entered by the Accredited Person. f. An 'Accredited Person' is a person who is accredited under the AQIS Containerised Cargo Clearance for FCL/X Scheme (CCCFCL); who has successfully completed the AQIS approved training course fulfilled accreditation requirements. In order to perform tasks under the Containerised Cargo Clearance for FCL/X Scheme, an Accredited Person must also operate in a business that is covered by an existing Compliance Agreement with AQIS g. The term 'straw' includes straw, cereal, rice hulls, and other unprocessed plant materials. h. The term 'timber' includes crates, cases, dunnage, pallets, skids and any other timber used as a shipping aid. i. The term 'bark' is defined as the external natural layer covering trees and branches. This material is distinct and separable from processed timber. j. Quarantine non-commodity clearance documentation may include but are not limited to: <ul style="list-style-type: none"> j.1. packing declarations j.2. treatment certificates j.3. shipping documents j.4. bills of lading j.5. commercial invoices j.6. phytosanitary certificates k. Unpacking destinations can include: <ul style="list-style-type: none"> k.1. metropolitan destinations k.2. fringe rural destinations k.3. rural destinations

Range Of Variables (continued)

CARRY OUT NON-COMMODITY QUARANTINE PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. clients i.3. AQIS officers i.4. management and union representatives m. Communication in the work area may include: <ul style="list-style-type: none"> m.1. phone m.2. Customs Online Method of Producing from Invoice Lodgeable Entries (COMPILE) m.3. Joint Entry Management Computer System (JEMS) m.4. AQIS Import Management System (AIMS) m.5. electronic data interchange (EDI) m.6. fax m.7. e-mail m.8. Internet m.9. RF systems m.10. oral, aural or signed communications n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> n.1. company procedures n.2. enterprise procedures n.3. organisational procedures n.4. established procedures n.5. standard operating procedures (SOPs)
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. the AQIS Containerised Cargo Clearance Manual a.2. Enterprise Compliance Agreement with AQIS a.3. AQIS Operational Procedure Statements for the Automatic Entry Processing for FCL Scheme a.4. packing declarations a.5. treatment certificates a.3. shipping documents a.4. bills of lading a.5. commercial invoices a.6. phytosanitary certificates a.7. goods identification numbers and codes, manifests, cartnotes, delivery notes, consignment notes, authorised weighbridge certificates, and special clearances a.8. internal documentation used for non-commodity quarantine clearance activities a.9. Australian and international regulations and codes of practice for non-commodity quarantine freight clearance operation a.10. operations manuals, job specifications and induction documentation a.11. manufacturer's specifications for equipment a.12. workplace procedures and policies a.13. AQIS and client instructions a.14. quality assurance procedures a.15. emergency procedures

Range Of Variables (continued)

CARRY OUT NON-COMMODITY QUARANTINE PROCEDURES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant AQIS non-commodity quarantine clearance codes and regulationsa.2. codes of practice of the Customs Brokers and Forwarders Council of Australiaa.3. export/import/quarantine/bond requirementsa.4. relevant State/Territory OHS and environmental protection legislationa.5. workplace relations regulationsa.6. workers compensation regulations

CARRY OUT NON-COMMODITY QUARANTINE PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and interpret the AQIS Containerised Cargo Clearance Manual a.2. confirm AQIS accreditation status for FCL/FCX container clearance a.3. assess a packing declaration a.4. assess a treatment certificate a.5. convert quantities detailed in treatment certificates a.6. check and confirm unpack destination a.7. confirm that all documentation is valid and meets AQIS requirements a.8. enter required Automatic Entry Processing (AEP) codes a.9. recognise and solve typical problems that may arise during non-commodity quarantine freight clearance operations a.10. communicate and negotiate with clients and others involved in non-commodity quarantine freight clearance operations a.11. select and use the technology required to carry out non-commodity quarantine freight clearance practices a.12. learn skills and knowledge required for relevant new developments in non-commodity quarantine freight clearance practices a.13. maintain workplace documentation and records as required in non-commodity quarantine freight clearance operations a.14. respond appropriately to cultural differences amongst clients, internal and external contacts and within the freight clearance team a.15. implement and monitor the designated work plan for non-commodity quarantine freight clearance operations
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to non-commodity quarantine freight clearance operations b. Relevant OHS and environmental protection procedures and guidelines c. AQIS and workplace procedures and policies for non-commodity quarantine freight clearance operations d. Focus of operation of work systems, equipment, management and site operating systems for non-commodity quarantine freight clearance operations e. Typical problems that may occur during non-commodity quarantine freight clearance and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of non-commodity quarantine freight clearance practices, including: <ul style="list-style-type: none"> f.1. AQIS Containerised Cargo Clearance for FCL/X Scheme (CCCFCL) f.2. commodity requirements and treatment' f.3. AQIS AEP system and related procedure statements and codes f.4. the legislation and procedures relating to the non-commodity quarantine clearance of freight f.5. AQIS Containerised Cargo Clearance Manual and procedures requirements described therein g. Sources of information on new developments in non-commodity quarantine freight clearance practices

Evidence Guide (continued)

CARRY OUT NON-COMMODITY QUARANTINE PROCEDURES

<p>3. Required knowledge and skills (continued)</p>	<p>h. Ways of learning the skills and knowledge required for new developments in non-commodity quarantine freight clearance practices</p> <p>i. Documentation and record requirements for non-commodity quarantine freight clearance operations</p> <p>j. Ability to:</p> <p>j.1. read and interpret instructions, procedures and information relevant to non-commodity quarantine freight clearance practices</p> <p>j.2. select and use relevant computer/communication/office equipment when carrying out non-commodity quarantine freight clearance operations</p> <p>j.3. enter information using appropriate media and technology</p> <p>j.4. solve problems that may arise when carrying out non-commodity quarantine freight clearance operations</p> <p>j.5. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits</p> <p>j.6. work collaboratively as part of a freight clearance team</p> <p>j.7. identify, interpret and learn skills and knowledge required for relevant new developments in non-commodity quarantine freight clearance services</p> <p>j.8. plan and organise work activities when carrying out non-commodity quarantine freight clearance operations</p> <p>j.9. negotiate, communicate and liaise effectively with clients and others</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out non-commodity quarantine freight clearance procedures, and/or</p> <p>a.2. carry out non-commodity quarantine freight clearance procedures in an appropriate range of operational situations</p>

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none">a.1. identifying and interpreting the AQIS Containerised Cargo Clearance Manuala.2. confirming AQIS accreditation status for FCL/FCX container clearancea.3. assessing packing declarations and treatment certificatesa.5. converting quantities detailed in treatment certificatesa.6. checking and confirming unpack destinationsa.7. confirming that all documentation is valid and meets AQIS requirementsa.8. entering required Automatic Entry Processing (AEP) codesa.9. recognising and solving problems that may arise during non-commodity quarantine freight clearance operationsa.10. communicating and negotiating with clients and others involved in non-commodity quarantine freight clearance operationsa.11. selecting and using the technology and systems required to carry out non-commodity quarantine freight clearance practicesa.12. working effectively in collaboration with othersa.13. maintaining workplace documentation and recordsa.14. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace contexta.15. following the designated work plan for the joba.16. responding to cultural differences amongst customers, internal and external freight contacts and within the customer service team
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Evidence Guide (continued)

CARRY OUT NON-COMMODITY QUARANTINE PROCEDURES

<p>5. Consistency in performance (continued)</p>	<p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements pertaining to non-commodity quarantine freight clearance b.2. procedures as described in AQIS Containerised Cargo Clearance Manual and the Procedure Statement for the AEP System b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning non-commodity quarantine freight clearance b.5. manufacturer's instructions for the use of equipment b.6. obtaining assistance from other team members when required <p>c. Action is taken promptly to report and/or rectify any incidents or difficulties in non-commodity quarantine freight clearance operations in accordance with AQIS and workplace procedures and policies</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment must fulfil the requirements of AQIS for a 'Accredited Person' within the AQIS Containerised Cargo Clearance FCL/X Scheme</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to carry out customs clearance practices in accordance with Customs and related legislation and workplace requirements, including identifying and interpreting relevant sections of the Customs Act, applying relevant sections to imported goods, carrying out relevant calculations and appropriate adjustments and completing all required documentation and records.

Note: A primary responsibility of a customs broker, acting as an agent for the owner of the goods, is to ensure compliance with Australian Customs and other related legislation.

ELEMENT	PERFORMANCE CRITERIA
1. Determine the rate of duty in accordance with the Import Tariff	a. The appropriate rate of duty payable is determined and applied to the goods
2. Interpret the rules of origin of preference claim goods within the Customs Act	a. Schedule 2 of the Customs Tariff Act is applied b. Determination is made as to whether goods are the produce or manufacture of a particular country c. Determination is made as to whether the goods qualify for preferential treatment under free trade agreements and other preferential trade agreements d. Determination is made as to whether goods are the produce or manufacture of a developing country
3. Interpret concessional rates of duty in the Customs Import Tariff	a. The correct treatment code or reference code for concessional entry of goods is applied b. The relevant tariff concession order is interpreted c. The relevant policy by-law is interpreted
4. Interpret special provisions relating to anti-dumping measures within the Customs Act and the Customs Tariff (Anti-Dumping) Act	a. Determination is made as to whether interim dumping duty applies to the goods b. Determination is made as to whether interim countervailing duty applies to the goods c. Determination is made as to whether dumping duty applies to the goods d. Determination is made as to whether countervailing duty applies to the goods e. Interim dumping duty security amount is calculated f. Interim or dumping duty payable is calculated g. Accuracy of the duty calculation is verified

<p>5. Interpret industry assistance provisions</p>	<p>h. Duty concession AusIndustry assistance schemes are applied to the goods</p> <p>i. Determination is made as to whether and when duty is payable</p> <p>j. The duty amount payable</p> <p>k. Accuracy of the duty calculation is verified</p>
<p>6. Apply the relevant rate of duty to the goods</p>	<p>a. The buyer and seller are identified</p> <p>b. The relevant contract and commercial invoice are identified</p> <p>c. The INCOTERMS 2000 relevant to the contract are identified</p> <p>d. Situations where there is insufficient reliable information are identified</p>
<p>7. Calculate FOB value, applying currency conversion and factorisation principles</p>	<p>The components that constitute the price paid or payable are identified</p> <p>a. INCOTERMS 2000 relevant to the invoice are identified</p> <p>b. Currency used is identified</p> <p>Adjustments are identified:</p> <p>c. Additions and subtractions to price are made</p> <p>d. Costs against goods are apportioned using factorisation</p> <p>e. Applicable rate of exchange is applied</p> <p>f. FOB value field on entry / declaration is completed</p> <p>g. Calculations are checked for accuracy and verified as required</p> <p>h. Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures</p> <p>i. Relevant documentation is passed on to the client</p>

Range Of Variables

CARRY OUT CUSTOMS CLEARANCE PRACTICES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the conduct of customs clearance practices b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of Customs and related legislation and workplace procedures to the conduct of customs clearance practices as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. <i>Assistance schemes include:</i> <ul style="list-style-type: none"> d.1. Tradex Scheme which provides for an upfront exemption from customs duty and taxes on imported goods intended for re-export or to be used as inputs to exports d.2. Enhanced Project By Laws (EPBS) provides duty concessions on eligible goods used in major projects e. <i>Tariff concession order refers to: Part 1 of the Schedule of Concessional Instruments published by the Australian Customs which lists goods covered by item 50 and 50A of Schedule 4</i> f. <i>Policy by-law refers to: instruments issued to the 4th Schedule items as published by the Australian Customs</i> g. <i>Interim dumping duty:</i> <ul style="list-style-type: none"> g.1. has the meaning contained in Section 269T-Definitions of the Customs legislation g.2. <i>Interim countervailing duty:</i> g.3. has the meaning contained in Section 269T-Definitions of the Customs legislation h. <i>Dumping duty: has the meaning contained in Section 269T-Definitions of the Customs legislation</i> i. <i>Countervailing duty: has the meaning contained in Section 269T-Definitions of the Customs legislation</i> j. <i>Interim duty security amount may include: any duty collected under Section 42 of the Customs legislation on any duty payable under the Customs Tariff (Anti-Dumping) Act 1975</i> k. Other concessional schemes may include, but are not limited to, ACIS, Quota, etc. l. Consultative processes may involve: <ul style="list-style-type: none"> l.1. other employees and supervisors l.2. clients l.3. agents l.4. relevant authorities and institutions l.5. management representatives

Range Of Variables (continued)

CARRY OUT CUSTOMS CLEARANCE PRACTICES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>m. New developments in border clearance operations may include</p> <ul style="list-style-type: none"> m.1. regulations m.2. processes m.3. systems m.4. technology m.5. types and packaging of goods <p>n. Information on new developments in border clearance operations may be obtained from:</p> <ul style="list-style-type: none"> n.1. internal networks such as: own team, staff in other departments, support staff, managers, training staff, etc. n.2. external networks n.3. bulletins, journals, magazines, books, etc. n.4. Internet websites n.5. internal and external training programs <p>o. Ways of learning skills and knowledge required for new developments in border clearance operations may include:</p> <ul style="list-style-type: none"> o.1. external training programs o.2. internal training programs o.3. reading independently o.4. coaching in the workplace o.5. on-line learning on a computer o.6. networking with relevant internal and external contacts <p>p. Communication in the work area may include:</p> <ul style="list-style-type: none"> p.1. phone p.2. electronic data interchange (EDI) p.3. fax p.4. e-mail p.5. Internet p.6. RF systems p.7. oral, aural or signed communications <p>q. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> q.1. company procedures q.2. enterprise procedures q.3. organisational procedures q.4. established procedures q.5. standard operating procedures (SOPs)

Range Of Variables (continued)

CARRY OUT CUSTOMS CLEARANCE PRACTICES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. other regulatory requirements pertaining to border clearance functions a.3. relevant sections of the Australian Customs Manual a.4. dumping commodities register a.5. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.6. internal documentation used for border clearance functions a.7. operations manuals, job specifications and induction documentation a.8. manufacturer's specifications for equipment a.9. workplace procedures and policies a.10. client instructions a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation pertaining to border clearance functions a.2. privacy legislation a.3. export/import/quarantine/bond requirements a.4. relevant State/Territory OHS and environmental protection legislation

CARRY OUT CUSTOMS CLEARANCE PRACTICES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and interpret Customs and related legislation dealing with routine customs clearance practices a.2. apply routine customs clearance practices a.3. conduct calculations and appropriate adjustments undertaken as part of routine customs clearance operations a.4. recognise and deal with routine issues that may arise during customs clearance operations a.5. communicate and negotiate with customers and others involved in customs clearance operations a.6. select and use the technology required to carry out customs clearance practices a.7. locate, interpret and apply relevant information a.9. learn skills and knowledge required for relevant new developments in customs clearance practices a.10. work effectively and collaboratively with others a.11. maintain workplace documentations records as required in routine customs clearance operations a.12. respond appropriately to cultural differences amongst customers and others involved in customs clearance operations a.13. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.14. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Customs and related legislation relevant to customs clearance operations b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for customs clearance operations d. Focus of operation of work systems, equipment, management and site operating systems required for customs clearance operations e. Routine issues that may occur during customs clearance and appropriate action that can be taken to deal with the issues f. Information on relevant aspects of customs clearance practices, including: <ul style="list-style-type: none"> f.1. the structure & application of anti-dumping laws in Australia f.2. differences between the Tariff Concession (TCS) from the By-Law System & other industry assistance initiatives f.3. the use of the Penalties and Infringement Notice Scheme f.4. the various forms and functions of securities & temporary importations f.5. recovery of shortpaid duties f.6. the procedures in 'Payments Under Protest' f.7. Customs Act and regulations as they relate to refunds, remissions & drawbacks f.8. 'Seizure', 'Forfeiture and 'Condemnation' as it relates to customs clearance practices f.9. requirements for preferential treatment of goods under free trade agreements and other preferential trade agreements

CARRY OUT CUSTOMS CLEARANCE PRACTICES

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> g. Sources of information on new developments in customs clearance practices h. Ways of learning the skills and knowledge required for new developments customs clearance practices i. Documentation requirements for customs clearance practices j. Ability to: <ul style="list-style-type: none"> j.1. select and use relevant computer/communication/office equipment when carrying out customs clearance operations j.2. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits j.3. work collaboratively as part of a customs broking team j.4. present information using appropriate media and technology j.5. identify, interpret and learn skills and knowledge required for relevant new developments in freight services j.6. deal with routine issues that may arise when carrying out customs clearance operations j.7. plan and organise work activities when carrying out customs clearance operations j.8. read and interpret instructions, procedures and information relevant to customs clearance practices j.9. negotiate, communicate and liaise effectively with customers and others
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out customs clearance practices, and/or a.2. carry out customs clearance practices in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying and interpreting Customs and related legislation dealing with routine customs clearance practices a.2. applying routine customs clearance practices a.3. conducting calculations and appropriate adjustments undertaken as part of routine customs clearance operations a.4. recognising and dealing with routine issues that may arise during customs clearance operations a.5. communicating and negotiating with clients and others involved in customs clearance operations a.6. selecting and using the technology required to carry out customs clearance practices a.7. locating, interpreting and applying relevant information a.9. learning skills and knowledge required for relevant new developments in customs clearance practices a.10. working effectively and collaboratively with others a.11. maintaining workplace documentations records as required in routine customs clearance operations a.12. responding appropriately to cultural differences amongst clients and others involved in customs clearance operations

CARRY OUT CUSTOMS CLEARANCE PRACTICES

<p>5. Consistency in performance (continued)</p>	<ul style="list-style-type: none"> b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. procedures for compliance with Customs and related legislation b.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the conduct of customs clearance practices (including housekeeping, privacy and security procedures) b.5. manufacturer's instructions for the use of required equipment b.6. obtaining assistance from other team members when required b.7. customer service and quality assurance procedures and policies c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the conduct of customs clearance practices in accordance with Customs and related legislation and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
<p>6. Context for assessment</p>	<ul style="list-style-type: none"> a. Assessment must fulfil the requirements of Customs and other pertinent regulatory authorities b. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	1	2	2	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to carry out customs valuation in accordance with Customs and related legislation and workplace requirements, including applying the relevant valuation method, identifying the contract for customs valuation purposes, determining the price and elements of adjusted price and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and factorisation principles and recording valuation information on customs entry / declaration.

Note: A primary responsibility of a customs broker, acting as an agent for the owner of the goods, is to ensure compliance with Australian Customs and other related legislation.

ELEMENT	PERFORMANCE CRITERIA
1. Apply the relevant valuation method	<ul style="list-style-type: none"> a. Situations where the transaction value method applies are recognised b. Situations where alternate methods of valuation apply are recognised c. Situations where there is insufficient reliable information are identified
2. Identify the contract for Customs Valuation purposes	<ul style="list-style-type: none"> a. Buyer and seller are identified b. Relevant contract or contracts are identified c. INCOTERMS 2000 relevant to the contract are identified
3. Determine the price and elements of adjusted price	<ul style="list-style-type: none"> a. Components that constitute the price paid or payable are identified b. The information is analysed to determine the correct place of export c. The correct adjusted price deductions to be made taking into account relevant legislation and INCOTERMS 2000 are determined
4. Identify elements of price related costs	<ul style="list-style-type: none"> a. The correct price related costs additions to be made taking into account relevant legislation and INCOTERMS 2000 are determined
5. Calculate customs value	<ul style="list-style-type: none"> a. Valuation elements against imported goods using factorisation are apportioned b. Transaction value is calculated by applying applicable rate of exchange c. The requirement for a valuation advice is identified d. Alternate valuation methods are applied where necessary

6. Record valuation information on customs entry / declaration in accordance with legislative requirements
- a. Valuation advice is prepared in response to identified problems
 - b. Valuation related fields on a customs entry / declaration are identified
 - c. Valuation information is entered correctly on customs entry / declaration
 - d. Calculations are checked for accuracy and verified as required
 - e. Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures
 - f. Post entry advice to the client is initiated where required
 - g. Relevant documentation is passed on to the client

Range Of Variables

CARRY OUT CUSTOMS VALUATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning customs valuation b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of Customs and related legislation and workplace procedures to customs valuation as part of customs broking and freight forwarding activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. <i>Transaction Value is the main method for valuing goods for Customs purposes</i> e. <i>Alternate Valuation Methods may include:</i> <ul style="list-style-type: none"> e.1. identical goods e.2. similar goods e.3. deductive method e.4. computed value e.5. fall back f. <i>INCOTERMS 2000 are the ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999</i> g. <i>Adjusted Price may include:</i> <ul style="list-style-type: none"> g.1. deductible financing costs g.2. post importation costs g.3. Australian inland freight and insurance g.4. deductible administrative costs g.5. overseas freight and insurance h. <i>Price related costs may include:</i> <ul style="list-style-type: none"> h.1. production assist costs h.2. packing costs h.3. foreign inland freight & insurance h.4. commissions h.5. royalties and license fees h.6. proceeds of resale i. <i>Factorisation means the apportionment of costs over a line value (each line of the invoice for which there is a separate classification)</i> j. <i>Valuation Advice means the completion of an official valuation advice request to Australian Customs.</i> k. <i>Post Entry valuation advice may include: advising the client what options are available if there is disagreement with the Customs Value.</i> l. <i>Verification may include:</i> <ul style="list-style-type: none"> i.1. other colleagues within the enterprise i.2. Customs Brokers

Range Of Variables (continued)

CARRY OUT CUSTOMS VALUATION

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>m. New developments in customs valuation practices including changes in:</p> <ul style="list-style-type: none"> m.1. technology m.2. products m.3. regulations m.4. processes m.5. systems <p>n. Information on new developments in customs valuation practices may be obtained from:</p> <ul style="list-style-type: none"> n.1. internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc. n.2. external networks such as: airline, shipping, road transport and storage, personnel, staff in bond stores; staff in various regulatory authorities; and equipment and systems suppliers, n.3. bulletins, journals, magazines, books, etc. n.4. Internet websites n.5. internal and external training programs <p>o. Ways of learning skills and knowledge required for new developments in customs valuation practices may include:</p> <ul style="list-style-type: none"> o.1. external training programs o.2. internal training programs o.3. reading independently o.4. coaching in the workplace o.5. on-line learning on a computer o.6. networking with relevant internal and external contacts <p>p. Communication in the work area may include:</p> <ul style="list-style-type: none"> p.1. phone p.2. electronic data interchange (EDI) p.3. fax p.4. e-mail p.5. Internet p.6. RF systems p.7. oral, aural or signed communications <p>q. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> q.1. company procedures q.2. enterprise procedures q.3. organisational procedures q.4. established procedures q.5. standard operating procedures (SOPs)

Range Of Variables (continued)

CARRY OUT CUSTOMS VALUATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. World Trade Organisation Valuation Agreement a.3. Australian Customs Manual Volume 8, Valuation and Preference a.4. INCOTERMS 2000 ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999 a.5. goods identification numbers and codes a.6. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.7. internal documentation used for customs valuation a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for equipment a.10. workplace procedures and policies a.11. client instructions a.12. award, enterprise bargaining agreement, other industrial arrangements a.13. quality assurance procedures a.14. emergency procedures
<p>4. Applicable rules, regulations and legislation</p>	<p>a. Applicable rules, regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. World Trade Organisation Valuation Agreement a.3. Australian Customs Manual Volume 8, Valuation and Preference a.4. INCOTERMS 2000 ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999 a.5. goods identification numbers and codes a.5. privacy legislation a.6. export/import/quarantine/bond requirements a.7. relevant State/Territory OHS and environmental protection legislation

CARRY OUT CUSTOMS VALUATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply the relevant valuation method a.2. identify the contract for customs valuation purposes a.3. determine the price and elements of adjusted price a.4. identify elements of price related costs a.5. calculate customs value a.6. record valuation information on customs entry / declaration a.7. communicate and negotiate with clients a.8. select and use the technology required to conduct customs valuations a.9. locate, interpret and apply relevant information a.10. learn skills and knowledge required for relevant new developments in customs valuation practices a.11. work effectively and collaboratively with others a.12. maintain workplace records a.13. respond appropriately to cultural differences amongst customers, internal and external freight contacts and within the operational team a.14. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.15. follow the designated plan for the customs valuation work
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Customs and related legislation relevant to the conduct of a customs valuation b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the conduct of a customs valuation d. Focus of operation of work systems, equipment, management and site operating systems for needed for customs valuation processes e. Problems that may occur when carrying out customs valuations and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of basic customs valuations, including: <ul style="list-style-type: none"> f.1. the principles, theories and history of the Australian valuation system with regard to the WTO valuation agreement and Customs and related legislation f.2. Australian Trade Agreements f.3. Customs legislation and the Customs Tariff Act f.4. transaction value including: <ul style="list-style-type: none"> f.4.1 import sales transaction f.4.2 adjusted price f.4.3 price related costs f.4.4 production assists f.4.5 royalties and licence fees/commissions f.4.6 value on related amounts f.4.7 arms length transactions f.4.8 contract of sale g. Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances h. Sources of information on new developments in custom valuation practices

Evidence Guide (continued)

CARRY OUT CUSTOMS VALUATION

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> i. Ways of learning the skills and knowledge required for new developments in custom valuation practices j. Cultural differences amongst customers, internal and external contacts and within the operational team and their implications when carrying out customs valuations k. Documentation requirements for customs valuations l. Penalties and the infringement notice scheme as it applies to goods incorrectly valued m. Ability to: <ul style="list-style-type: none"> m.1. read and interpret instructions, procedures and information relevant to the conduct of customs valuations m.2. select and use relevant computer/communication/office equipment when carrying out customs valuations m.3. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits m.4. work collaboratively as part of an operational team m.5. enter information using appropriate technology when carrying out customs valuations m.6. identify, interpret and learn skills and knowledge required for relevant new developments in customs valuation practices m.7. solve problems that may arise when carrying out customs valuations m.8. plan and organise work activities within freight service projects m.9. negotiate, communicate and liaise effectively with clients and others m.10. use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out a customs valuation, and/or a.2. carry out customs valuations in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. applying the relevant valuation method a.2. identifying the contract for customs valuation purposes a.3. determining the price and elements of adjusted price a.4. identifying elements of price related costs a.5. calculating customs value a.6. recording valuation information on customs entry / declaration a.7. communicating and negotiating with clients a.8. selecting and using the technology required to conduct customs valuations a.9. locating, interpreting and applying relevant information a.10. learning skills and knowledge required for relevant new developments in customs valuation practices a.11. working effectively and collaboratively with others a.12. maintaining workplace records

Evidence Guide (continued)

CARRY OUT CUSTOMS VALUATION

<p>5. Consistency in performance (continued)</p>	<p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. procedures for compliance with Customs and related legislation b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the conduct of customs valuations (including privacy and security procedures) b.4. manufacturer's instructions for the use of equipment needed for the conduct of customs valuations b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies <p>c. Action is taken promptly to report and/or rectify any difficulties in the conduct of customs valuations in accordance with Customs and related legislation and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment must fulfil the requirements of Customs and other pertinent regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	2	2	2

TDTA5404A CLASSIFY COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

Field A Handling cargo/stock

DESCRIPTION:

This unit involves the skills and knowledge required to classify commodities for the import and export of goods through customs in accordance with Customs and related legislation and workplace requirements, including locating resources necessary for classification of goods, utilising, classification tools as directed and recording work outcomes as required.

Note: A primary responsibility of a customs broker, acting as an agent for the owner of the goods, is to ensure compliance with Australian Customs and other related legislation.

ELEMENT	PERFORMANCE CRITERIA
1. Locate resources necessary for classification of goods	<ul style="list-style-type: none"> a. Objective classification principles are applied b. Goods for classification are accessed if available c. Research resources are accessed to classify goods are accessed d. Examples are accessed of previous classifications of similar goods
2. Apply identification principles to goods	<ul style="list-style-type: none"> a. Objective classification principles are applied b. Analytical classification principles are applied c. Research resources are accessed to classify goods d. Assistance is sought as required e. Product knowledge research is undertaken
3. Interpret and apply rules for interpretation to goods	<ul style="list-style-type: none"> a. Rules of Interpretation are applied and justified b. Research resources are accessed when interpreting and applying rules for interpretation to goods c. Aids to interpretation of the tariff are used where applicable d. Differences between the legal tariff and the working tariff are applied e. The legal differences between import and export classifications are interpreted
4. Select and justify heading (4 figure)	<ul style="list-style-type: none"> a. The principles of statutory construction in the context of particular tariff headings and words are applied b. The rules for interpretation are applied and justified c. Notes are interpreted in hierarchical order d. Rejection of alternate headings are justified e. Pre or post classification potential areas of dispute identified

5. Locate and justify a sub heading (6 or 8 figure)	<ul style="list-style-type: none"> a. The requirement for a tariff classification advice is identified b. Sub-heading notes are interpreted in hierarchical order c. The dash system is applied to the classification d. The correct statistical code is identified
6. Utilise classification tools as directed	<ul style="list-style-type: none"> a. Resources are utilised to assist in classification of goods b. Client is consulted to obtain further details of characteristics of goods to be classified as required c. Assistance is sought as required d. A preliminary classification of goods is made e. Preliminary classification is checked with manager, supervisor or more senior personnel prior to customs import being completed
7. Complete post classification requirements in accordance with legislative requirements	<ul style="list-style-type: none"> a. Tariff classification advice is prepared in response to identified problems b. Classification is entered correctly on the customs entry/declaration in accordance with the requirements of Customs and related legislation and workplace procedures c. Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures d. Relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) is retained and passed on to the client in accordance with the requirements of Customs and related legislation and workplace procedures e. Post entry classification advice to the client is initiated where required

Range Of Variables

CLASSIFY COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the classification of commodities for the import and export of goods through customs b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of Customs and related legislation and workplace procedures to the classification of commodities for the import and export of goods through customs as part of work activities in the customs broking and freight forwarding industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Where goods for classification are not available, sample of goods may be in the form of: <ul style="list-style-type: none"> d.1. photographic (still, video or electronically transmitted image) d.2. a written description including technical drawings e. Resources to classify goods includes: <ul style="list-style-type: none"> e.1. Australian Harmonized Export Classification Book (ISBN 0 642 4772 3) e.2. The combined Customs Tariff Act e.3. precedents database e.4. dictionaries e.5. trade or technical publications e.6. Harmonized System Explanatory Notes (HSEN) f. Examples of previous related classifications include: <ul style="list-style-type: none"> f.1. candidate's and colleagues previous classifications f.2. examples from texts and reference materials g. Client consultation may be required where: characteristics of goods cannot be determined from available information or require clarification in relation to use, function, context (as a component of another item) h. Assistance may include: <ul style="list-style-type: none"> h.1. advice from supervisor or manager, more experienced colleagues, Customs Brokers, training staff, technical experts h.2. using reference material within organisation, training providers, professional libraries, trade journals h.3. consulting technical experts in the industry, professional association or a training provider i. New developments in the classification of commodities may relate to changes in: <ul style="list-style-type: none"> i.1. technology i.2. regulations i.3. processes i.4. systems

Range Of Variables (continued)

CLASSIFY COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Information on new developments in the classification of commodities for the import and export of goods may be obtained from:</p> <ul style="list-style-type: none"> j.1. internal networks such as: own work team, staff in other departments, support staff, managers, training staff, etc. j.2. external networks such as: staff in various regulatory authorities j.3. bulletins, journals, magazines, books, etc. j.4. Internet websites j.5. internal and external training programs <p>k. Ways of learning skills and knowledge required for new developments in the classification of commodities for the import and export of goods may include:</p> <ul style="list-style-type: none"> k.1. external training programs k.2. internal training programs k.3. reading independently k.4. coaching in the workplace k.5. on-line learning on a computer k.6. networking with relevant internal and external contacts <p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. electronic data interchange (EDI) l.3. fax l.4. e-mail l.5. Internet l.6. RF systems l.7. oral, aural or signed communications <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established procedures m.5. standard operating procedures (SOPs) <p>n. Consultative processes may involve:</p> <ul style="list-style-type: none"> n.1. other employees and supervisors n.2. clients n.3. agents n.4. personnel in relevant authorities and institutions n.5. industrial relations and OHS specialists

Range Of Variables (continued)

CLASSIFY COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. dictionaries a.3. trade or technical publications a.4. Harmonized System Explanatory Notes (HSEN) a.5. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.6. internal documentation a.7. operations manuals, job specifications and induction documentation a.8. manufacturer's specifications for relevant equipment a.9. workplace procedures and policies a.10. supplier and/or client instructions a.11. quality assurance procedures a.12. extrinsic material (as define in the Acts Interpretation Act)
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. other legislation related to importing and exporting of goods a.3. export/import/quarantine/bond requirements a.4. relevant State/Territory OHS and environmental protection legislation a.5. Australian Harmonized Export Classification Book a.6. Customs Import Tariff

CLASSIFY COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate resources necessary for the classification of commodities for the import and export of goods a.2. utilise classification tools as directed a.3. record work outcomes a.4. communicate and negotiate with customers a.5. select and use the technology required to classify commodities for the import and export of goods a.6. locate, interpret and apply relevant information a.7. learn skills and knowledge required for relevant new developments in the classification of commodities a.8. work effectively and collaboratively with others a.9. maintain workplace records a.10. respond appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.11. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.12. follow the designated plan for the work
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Customs and related legislation relevant to the classification of commodities for the import and export of goods through customs b. Relevant OHS and environmental protection procedures and guidelines c. Customs and workplace procedures and policies for the classification of commodities for the import and export of goods through customs d. Focus of operation of work systems, equipment, management and site operating systems for the classification of commodities for the import and export of goods through customs e. Problems that may occur when classifying commodities for the import and export of goods through customs and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of the classification of commodities for the import and export of goods through customs, including: <ul style="list-style-type: none"> f.1. the reasons for the Customs Tariff and for the imposition of duty on imported goods f.2. the content of the Customs Tariff Act and the various sections within the Act as they relate to the classification of commodities for the import and export of goods through customs f.3. the schedules of the tariff and comparisons between the sub-heading structures at various levels in order to arrive at correct classification and duty rates f.4. the Rules for the Interpretation to the HS and the Australian Customs Tariff f.5. comparisons and differences between the various Rules for tariff classification purposes

CLASSIFY COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> f.6. the principles of classification in the identification of goods for tariff purposes and their application to the classification of commodities for the import and export of goods through customs f.7. the legal notes to the tariff and the context of each note and the application of this context to the classification of commodities for the import and export of goods through customs f.8. the applications of the various aids available to the classification process g. Types of goods and related classification and documentation requirements h. Sources of information on new developments in the classification of commodities for the import and export of goods through customs i. Ways of learning the skills and knowledge required for new developments in the classification of commodities for the import and export of goods through customs j. Cultural differences amongst customers, internal and external freight contacts and within the operational team and their implications when providing customs classification services k. Documentation and recording requirements for the classification of commodities for the import and export of goods through customs l. Ability to: <ul style="list-style-type: none"> l.1. select and use relevant computer/communication/office equipment when classifying commodities for the import and export of goods through customs l.2. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits l.3. work collaboratively as part of an operational team l.4. enter information using appropriate technology l.5. take responsibility for classifying commodities for the import and export of goods through customs l.6. identify, interpret and learn skills and knowledge required for relevant new developments in the classification of commodities for the import and export of goods through customs l.7. solve problems that may arise when classifying commodities for the import and export of goods through customs l.8. plan and organise work activities when classification of commodities for the import and export of goods through customs l.9. read and interpret instructions, procedures and information relevant to the classification of commodities for the import and export of goods through customs
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to classify commodities for the import and export of goods through customs, and/or a.2. classify commodities for the import and export of goods through customs in an appropriate range of operational situations

CLASSIFY COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating the resources necessary for the classification of goods a.2. utilising classification tools as directed a.3. recording work outcomes a.5. communicating and negotiating with customers a.6. selecting and using the technology required to classify commodities a.7. locating, interpreting and applying relevant information a.9. learning skills and knowledge required for relevant new developments in the classification of commodities a.10. working effectively and collaboratively with others a.11. maintaining workplace records a.12. following the designated plan for the work <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. procedures for compliance with Customs and related legislation b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the classification of commodities for the import and export of goods through customs (including privacy and security procedures) b.4. manufacturer's instructions for the use of equipment and systems b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies <p>c. Action is taken promptly to report and/or rectify any incidents or difficulties in the classification of commodities for the import and export of goods through customs in accordance with Customs/AQIS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment must fulfil the requirements of Customs, AQIS and other pertinent regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	2	2	2

TDTA5504A CLASSIFY COMPLEX COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

Field A Handling cargo/stock

DESCRIPTION:

This unit involves the skills and knowledge required to classify complex commodities for the import and export of goods in accordance with Customs and related legislation and workplace requirements, including applying identification principles to goods, interpreting and apply rules of interpretation to goods, selecting and justifying heading (4 figure), locate and justify a sub heading (6 or 8 figure) and completing post classification requirements.

Note: A primary responsibility of a customs broker, acting as an agent for the owner of the goods, is to ensure compliance with Australian Customs and other related legislation.

ELEMENT	PERFORMANCE CRITERIA
1. Apply identification principles to goods	<ul style="list-style-type: none"> a. Objective classification principles are applied b. Analytical classification principles are applied c. Research resources are accessed to classify goods d. Precedents are considered e. Assistance is sought as required f. Administration Appeals Tribunal (AAT) decisions and court cases are applied g. Product knowledge research is undertaken
2. Interpret and apply rules for interpretation to goods	<ul style="list-style-type: none"> a. Rules of Interpretation are applied and justified b. Research resources are accessed when interpreting and applying rules for interpretation to goods c. Relevant precedents are considered d. Aids to interpretation of the tariff are used where applicable e. Differences between the legal tariff and the working tariff are applied f. The legal differences between import and export classifications are interpreted
3. Select and justify heading (4 figure)	<ul style="list-style-type: none"> a. The principles of statutory construction in the context of particular tariff headings and words are applied b. The rules for interpretation are applied and justified c. Notes are interpreted in hierarchical order d. Rejection of alternate headings are justified e. Pre or post classification potential areas of dispute identified

<p>4. Locate and justify a sub heading (6 or 8 figure)</p>	<ul style="list-style-type: none"> a. AAT decisions, court cases and other precedents on tariff classification are interpreted and applied b. The requirement for a tariff classification advice is identified c. Sub-heading notes are interpreted in hierarchical order d. The dash system is applied to the classification e. The correct statistical code is identified
<p>5. Complete post classification requirements in accordance with legislative requirements</p>	<ul style="list-style-type: none"> a. Tariff classification advice is prepared in response to identified problems b. Classification is entered correctly on the customs entry/declaration in accordance with the requirements of Customs and related legislation and workplace procedures c. Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures d. Relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) is retained and passed on to the client in accordance with the requirements of Customs and related legislation and workplace procedures e. Post entry classification advice to the client is initiated where required

Range Of Variables

CLASSIFY COMPLEX COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning the classification of complex commodities for the import and export of goods through Customs b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of Customs and related legislation and workplace procedures to the classification of complex commodities for the import and export of goods as part of work activities in the customs broking and freight forwarding industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Objective classification may include: the classifier finding out as much as possible about the goods in the condition they are imported or exported e. Analytical classification may include: <ul style="list-style-type: none"> e.1. technology e.2. the avoidance of generalized terms such as souvenirs, printed matter and clothing as these terms do not demonstrate analytical classification as required to correctly identify the goods f. Harmonized System terminology may include: sufficient identification to be capable of being transferred into tariff terminology. For example a tool holder could include in the identification if the holder worked solely or principally with machines described specifically in the harmonized system g. Assistance may include: <ul style="list-style-type: none"> g.1. advice from more experienced colleagues, Customs Brokers, experienced classifiers, technical experts g.2. seeking further details about the goods from the client g.3. consulting technical experts in the industry that the goods belong to g.4. classification software g.5. from customers g.6. commercially available g.7. additional resources h. Tools may include: dictionaries, trade journals, technical publications i. Menu may include: the list of chapters at the start of the Customs Tariff Act for imports and the summary of classification in the front of the AHECC j. Type may include: Type Chapters (refer to Chapters 64-66, 84-95 and 97 in the Harmonized System) k. Materials may include: Material Chapters (refer to Chapters 1-63 and 67- 83 in the Harmonized System) l. Merchandise trade may include: goods that are covered by a reference number in Schedule 4 of the Customs Tariff Act or a export statistical item in Chapters 98 and 99 in AHECC

Range Of Variables (continued)

CLASSIFY COMPLEX COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>m. Section and chapters notes may include: refers to directional notes (inclusion, restriction, extension) and definitional notes. A range of the more commonly used notes are expected to be capable of being applied. Notes that have specific industry application such as paper, chemicals, base metals and some textile notes will require clarification/assistance from a more experienced classifier to correctly apply those notes.</p> <p>n. Interpretation Rules may include: general rules for the interpretation of the harmonized system. They are the rules that are to be followed for every classification. Rules 1 and 6 are the rules applied in most circumstances. If rules 2, 3 and 4 are to be used then clarification/assistance from a more experienced classifier would be required</p> <p>o. Clarification may include:</p> <ul style="list-style-type: none"> o.1. seeking assistance from colleagues, Customs Broker, more experienced classifier, or technical expert o.2. obtaining additional information from client <p>p. Sub-Heading notes may include: 5 to 8 figure directional notes (inclusion, restriction, extension) and definitional notes. A range of the more commonly used notes are expected to be capable of being applied. Notes that have specific industry application such as paper, chemicals, base metals and some textile notes will require clarification/assistance from a more experienced classifier.</p> <p>q. Dash system is a design feature of the harmonized system which assists with the selection of the appropriate 8 figure classification</p> <p>r. New developments in the classification of complex commodities may relate to changes in:</p> <ul style="list-style-type: none"> r.1. technology r.2. regulations r.3. processes r.4. systems <p>s. Information on new developments in the classification of complex commodities may be obtained from:</p> <ul style="list-style-type: none"> s.1. internal networks such as: own work team, staff in other departments, support staff, managers, training staff, etc. s.2. external networks such as: staff in various regulatory authorities s.3. bulletins, journals, magazines, books, etc. s.4. Internet websites s.5. internal and external training programs <p>t. Ways of learning skills and knowledge required for new developments in freight services may include:</p> <ul style="list-style-type: none"> t.1. external training programs t.2. internal training programs t.3. reading independently t.4. coaching in the workplace t.5. on-line learning on a computer t.6. networking with relevant internal and external contacts

Range Of Variables (continued)

CLASSIFY COMPLEX COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> u. Communication in the work area may include: <ul style="list-style-type: none"> u.1. phone u.2. electronic data interchange (EDI) u.3. fax u.4. e-mail u.5. Internet u.6. RF systems u.7. oral, aural or signed communications v. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> v.1. company procedures v.2. enterprise procedures v.3. organisational procedures v.4. established procedures v.5. standard operating procedures (SOPs) w. Consultative processes may involve: <ul style="list-style-type: none"> w.1. other employees and supervisors w.2. clients w.3. agents w.4. personnel in relevant authorities and institutions w.5. industrial relations and OHS specialists
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. Australian Harmonized Export Classification Book a.3. Customs Import Tariff a.4. precedents database a.5. dictionaries a.6. trade or technical publications a.7. Harmonized System Explanatory Notes (HSEN) a.8. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.9. internal documentation a.10. operations manuals, job specifications and induction documentation a.11. manufacturer's specifications for relevant equipment a.12. workplace procedures and policies a.13. supplier and/or client instructions a.14. quality assurance procedures a.15. extrinsic material (as define in the Acts Interpretation Act)
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. Australian Harmonized Export Classification Book a.3. Customs Import Tariff a.4. other legislation related to importing and exporting of goods a.5. export/import/quarantine/bond requirements a.6. relevant State/Territory OHS and environmental protection legislation

CLASSIFY COMPLEX COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. interpret and apply rules for interpretation to goods a.2. select and justify heading (4 figure) a.3. locate and justify a sub heading (8 figure) a.4. complete post classification requirements a.5. communicate and negotiate with customers a.6. select and use the technology required to classify complex commodities a.7. locate, interpret and apply relevant information a.9. learn skills and knowledge required for relevant new developments in the classification of complex commodities a.10. work effectively and collaboratively with others a.11. maintain workplace documentation and records a.12. respond appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.13. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.14. follow the designated plan for the work
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Customs and related legislation relevant to the classification of complex commodities for the import and export of goods through Customs b. Relevant OHS and environmental protection procedures and guidelines c. Customs and workplace procedures and policies for the classification of complex commodities for the import and export of goods through Customs d. Focus of operation of work systems, equipment, management and site operating systems for the classification of complex commodities for the import and export of goods e. Problems that may occur when classifying complex commodities for the import and export of goods and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of the classification of commodities for the import and export of goods, including: <ul style="list-style-type: none"> f.1. processes and practices for classifying various types of complex commodities f.2. the contents and purpose of Schedule 4 f.3. the content and purposes of Chapters 98 & 99 in AHECC g. Types of complex commodities and related classification and documentation requirements h. Sources of information on new developments in the classification of complex commodities for the import and export of goods through Customs i. Ways of learning the skills and knowledge required for new developments in the classification of complex commodities for the import and export of goods through Customs j. Cultural differences amongst customers, internal and external freight contacts and within the operational team and their implications when providing customs classification services

CLASSIFY COMPLEX COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

<p>3. Required knowledge and skills (continued)</p>	<p>k. Documentation and recording requirements for the classification of complex commodities for the import and export of goods through Customs</p> <p>l. Ability to:</p> <ul style="list-style-type: none"> l.1. select and use relevant computer/communication/office equipment when classifying complex commodities for the import and export of goods l.2. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits l.3. work collaboratively as part of an operational team l.4. enter information using appropriate technology l.5. take responsibility for classifying complex commodities for the import and export of goods through Customs l.6. identify, interpret and learn skills and knowledge required for relevant new developments in the classification of complex commodities for the import and export of goods through Customs l.7. solve problems that may arise when classifying complex commodities for the import and export of goods through Customs l.8. plan and organise work activities when classification of complex commodities for the import and export of goods through Customs l.9. read and interpret instructions, procedures and information relevant to the classification of complex commodities for the import and export of goods through Customs
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to classify complex commodities for the import and export of goods through Customs, and/or a.2. classify complex commodities for the import and export of goods in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. interpreting and applying rules for the interpretation to goods a.2. selecting and justifying heading (4 figure) a.3. locating and justifying a sub heading (8 figure) a.4. completing post classification requirements a.5. communicating and negotiating with customers a.6. selecting and using the technology required to classify complex commodities a.7. locating, interpreting and applying relevant information a.9. learning skills and knowledge required for relevant new developments in the classification of complex commodities a.10. working effectively and collaboratively with others a.11. maintaining workplace records a.12. responding appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.13. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.14. following the designated plan for the work

CLASSIFY COMPLEX COMMODITIES FOR THE IMPORT AND EXPORT OF GOODS THROUGH CUSTOMS

<p>5. Consistency in performance (continued)</p>	<p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. procedures for compliance with Customs and related legislation b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the classification of complex commodities for the import and export of goods through Customs (including privacy and security procedures) b.4. manufacturer's instructions for the use of equipment and systems b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies <p>c. Action is taken promptly to report and/or rectify any incidents or difficulties in the classification of complex commodities for the import and export of goods in accordance with Customs and related legislation and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment must fulfil the requirements of Customs and other pertinent regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	2	2	2

TDTA5604A CARRY OUT COMPLEX CUSTOMS VALUATION

Field A Handling cargo/stock

DESCRIPTION:

This unit involves the skills and knowledge required to carry out complex customs valuation in accordance with workplace requirements, including applying the relevant method for the complex customs valuation required, identifying the contract for customs valuation purposes, determining the price and elements of adjusted price and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and factorisation principles and recording valuation information on customs entry / declaration.

Note: A primary responsibility of a customs broker is to ensure compliance with Australian Customs and other related legislation.

ELEMENT	PERFORMANCE CRITERIA
1. Apply the relevant complex valuation method	<ul style="list-style-type: none">a. Situations where the transaction value method applies are recognisedb. Situations where alternate methods of valuation apply are recognisedc. Situations where there is insufficient reliable information are identifiedd. An appropriate valuation method is selected and applied for the complex customs valuation situation identified
2. Identify the contract for Customs Valuation purposes	<ul style="list-style-type: none">a. Buyer and seller are identifiedb. Relevant contract or contracts are identifiedc. INCOTERMS 2000 relevant to the contract are identified
3. Determine the price and elements of adjusted price for a complex valuation	<ul style="list-style-type: none">a. Components that constitute the price paid or payable are identifiedb. The information is analysed to determine the correct place of exportc. The correct adjusted price deductions to be made taking into account relevant legislation and INCOTERMS 2000 are determined
4. Identify elements of price related costs for a complex valuation	<ul style="list-style-type: none">a. The correct price related costs additions to be made taking into account relevant legislation and INCOTERMS 2000 are determined
5. Calculate Customs Value for a complex valuation	<ul style="list-style-type: none">a. Valuation elements against imported goods using factorisation are apportionedb. Transaction value is calculated by applying applicable rate of exchangec. The requirement for a valuation advice is identifiedd. Alternate valuation methods are applied where necessary

6. Record valuation information on customs entry / declaration in accordance with legislative requirements
- a. Valuation advice is prepared in response to identified problems
 - b. Valuation related fields on a customs entry / declaration are identified
 - c. Valuation information is entered correctly on customs entry / declaration
 - d. Calculations are checked for accuracy and verified as required
 - e. Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of Customs and related legislation and workplace procedures
 - f. Post entry valuation advice to the client is initiated where required
 - g. Relevant documentation is passed on to the client

Range Of Variables

CARRY OUT COMPLEX CUSTOMS VALUATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements pertinent to a complex customs valuation b. Work is performed under some supervision generally within a collaborative team environment c. Work involves the application of workplace procedures and legislative requirements to the conduct of complex customs valuation as part of customs broking and freight forwarding activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. <i>Transaction Value is the main method for valuing goods for Customs purposes</i> e. <i>Alternate Valuation Methods may include:</i> <ul style="list-style-type: none"> e.1. identical goods e.2. similar goods e.3. deductive method e.4. computed value e.5. fall back f. <i>INCOTERMS 2000 are the ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999</i> g. <i>Adjusted Price may include:</i> <ul style="list-style-type: none"> g.1. deductible financing costs g.2. post importation costs g.3. Australian inland freight and insurance g.4. deductible administrative costs g.5. overseas freight and insurance h. <i>Price related costs may include:</i> <ul style="list-style-type: none"> h.1. production assist costs h.2. packing costs h.3. foreign inland freight & insurance h.4. commissions h.5. royalties and license fees h.6. proceeds of resale i. <i>Factorisation means: the apportionment of costs over a line value (each line of the invoice for which there is a separate classification)</i> j. <i>Valuation Advice may include:</i> <ul style="list-style-type: none"> j.1. the completion of an official valuation advice request to Australian Customs j.2. advice to the client to pay under protest k. <i>Post Entry valuation advice may include: advising the client what options are available if there is disagreement with the Customs Value.</i> l. <i>Verification may include:</i> <ul style="list-style-type: none"> l.1. other colleagues within the enterprise l.2. Customs Brokers

Range Of Variables (continued)

CARRY OUT COMPLEX CUSTOMS VALUATION

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>m. New developments in complex customs valuation practices including changes in:</p> <ul style="list-style-type: none"> m.1. technology m.2. products m.3. regulations m.4. processes m.5. systems <p>n. Information on new developments in customs valuation practices may be obtained from:</p> <ul style="list-style-type: none"> n.1. internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc. n.2. external networks such as: airline, shipping, road transport and storage, personnel, staff in bond stores; staff in various regulatory authorities; and equipment and systems suppliers, n.3. bulletins, journals, magazines, books, etc. n.4. Internet websites n.5. internal and external training programs <p>o. Ways of learning skills and knowledge required for new developments in customs valuation practices may include:</p> <ul style="list-style-type: none"> o.1. external training programs o.2. internal training programs o.3. reading independently o.4. coaching in the workplace o.5. on-line learning on a computer o.6. networking with relevant internal and external contacts <p>p. Communication in the work area may include:</p> <ul style="list-style-type: none"> p.1. phone p.2. electronic data interchange (EDI) p.3. fax p.4. e-mail p.5. Internet p.6. RF systems p.7. oral, aural or signed communications <p>q. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> q.1. company procedures q.2. enterprise procedures q.3. organisational procedures q.4. established procedures q.5. standard operating procedures (SOPs)

Range Of Variables (continued)

CARRY OUT COMPLEX CUSTOMS VALUATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. World Trade Organisation Valuation Agreement a.3. Australian Customs Manual Volume 8, Valuation and Preference a.4. INCOTERMS 2000 ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999 a.5. goods identification numbers and codes a.6. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.7. internal documentation used for customs valuation a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for equipment a.10. workplace procedures and policies a.11. client instructions a.12. award, enterprise bargaining agreement, other industrial arrangements a.13. quality assurance procedures a.14. emergency procedures
<p>4. Applicable rules, regulations and legislation</p>	<p>a. Applicable rules, regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. Customs and related legislation a.2. World Trade Organisation Valuation Agreement a.3. Australian Customs Manual Volume 8, Valuation and Preference a.4. INCOTERMS 2000 ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999 a.5. goods identification numbers and codes a.5. privacy legislation a.6. export/import/quarantine/bond requirements a.7. relevant State/Territory OHS and environmental protection legislation

CARRY OUT COMPLEX CUSTOMS VALUATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply the relevant method for a complex customs valuation a.2. identify the contract for customs valuation purposes a.3. determine the price and elements of adjusted price for a complex customs valuation a.4. identify elements of price related costs for a complex customs valuation a.5. calculate customs value for a complex customs valuation a.6. record valuation information on customs entry / declaration a.7. communicate and negotiate with clients a.8. select and use the technology required to conduct complex customs valuations a.9. locate, interpret and apply relevant information a.10. learn skills and knowledge required for relevant new developments in customs valuation practices a.11. work effectively and collaboratively with others a.12. maintain workplace records a.13. respond appropriately to cultural differences amongst customers, internal and external contacts and within the operational team a.14. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.15. follow the designated plan for the customs valuation work
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Customs and related legislation relevant to the conduct of a complex custom valuation b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for carrying out complex customs valuation d. Focus of operation of work systems, equipment, management and site operating systems for carrying out complex customs valuation e. Problems that may occur when carrying out complex customs valuation and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of complex customs valuation, including: <ul style="list-style-type: none"> f.1. identification and calculation of various kinds of transactions such as: proceeds accruing to seller, packing costs, rejection of transaction value, related parties and influence - transfer pricing f.2. alternate valuation methods f.3. case law as it applies to valuation f.4. valuation advice and rulings g. Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances h. Sources of information on new developments in customs valuation practices i. Ways of learning the skills and knowledge required for new developments in customs valuation practices

CARRY OUT COMPLEX CUSTOMS VALUATION

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> j. Cultural differences amongst customers, internal and external freight contacts and within the customer service team and their implications when providing complex customs valuation services k. Documentation requirements for complex customs valuations l. Penalties and the infringement notice scheme as it applies to goods incorrectly valued m. Ability to: <ul style="list-style-type: none"> m.1. read and interpret instructions, procedures and information relevant to the conduct of complex customs valuations m.2. select and use relevant computer/communication/office equipment when carrying out complex customs valuations m.3. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits m.4. work collaboratively as part of an operational team m.5. enter information using appropriate technology when carrying out complex customs valuations m.6. identify, interpret and learn skills and knowledge required for relevant new developments in customs valuation practices m.7. solve problems that may arise when carrying out complex customs valuations m.8. plan and organise work activities within freight service projects m.9. negotiate, communicate and liaise effectively with clients and others m.10. use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out a complex customs valuation, and/or a.2. carry out complex customs valuations in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. applying the relevant method for a complex customs valuation a.2. identifying the contract for customs valuation purposes a.3. determining the price and elements of adjusted price for a complex customs valuation a.4. identifying elements of price related costs for a complex customs valuation a.5. calculating customs value for a complex customs valuation a.6. recording valuation information on customs entry / declaration a.7. communicating and negotiating with clients a.8. selecting and using the technology required to conduct complex customs valuations a.9. locating, interpreting and applying relevant information a.10. learning skills and knowledge required for relevant new developments in complex customs valuation practices a.11. working effectively and collaboratively with others a.12. maintaining workplace records

CARRY OUT COMPLEX CUSTOMS VALUATION

<p>5. Consistency in performance (continued)</p>	<p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Customs and related legislation relevant to the conduct of complex customs valuations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the conduct of complex customs valuations (including privacy and security procedures) b.4. manufacturer's instructions for the use of equipment needed for the conduct of complex customs valuations b.5. obtaining assistance from other team members when required b.6. customer service and quality assurance procedures and policies <p>c. Action is taken promptly to report and/or rectify any difficulties in the conduct of complex customs valuations in accordance with legislative requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment must fulfil the requirements of Customs and other pertinent regulatory authorities</p> <p>b. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	1

TDTA5704A ANALYSE, ADVISE ON AND CARRY OUT INTEGRATED BORDER CLEARANCE TRANSACTIONS

Field A Handling cargo/stock

DESCRIPTION:

This unit involves the skills and knowledge required to analyse, advise on and carry out integrated border clearance transactions usually involving analysis of complex interactions between component elements of the transactions and in accordance with Customs and related legislation and workplace requirements. This includes reading and interpreting the facts of each transaction request, identifying and analysing any problems, developing and reviewing alternative solutions, selecting and justifying a solution, providing advice to a client, completing the border clearance transactions, and documenting and recording the border clearance transactions.

The assessment of this unit and related training activities will usually involve one or more projects that demonstrate the ability to integrate the complex interactions between component elements of border clearance transactions.

Note: A primary responsibility of a customs broker, acting as an agent for the owner of the goods, is to ensure compliance with Australian Customs and other related legislation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Read and interpret the facts of the transaction request</p>	<p>a. Documentation on the integrated border clearance transaction is reviewed and pertinent Customs and other related legislation and quality standards are identified</p> <p>b. Pertinent Customs and other related legislation and quality standards are accessed and their implications for the integrated border clearance transaction are clarified and confirmed</p> <p>c. Missing or ambiguous documentation on the integrated border clearance transaction is identified and documentation is updated as required in consultation with the client</p> <p>d. The integrated border transaction is interpreted to determine the potential interactive effects that may need to be considered between the different legislative requirements and quality standards</p>
<p>2. Identify and analyse any problems</p>	<p>a. The various aspects of the integrated border clearance transaction and the related documentation are analysed and any identified issues and problems are documented</p> <p>b. The implications and risks associated with identified issues and problems are assessed</p> <p>c. Outcomes of the assessment of implications and risks are recorded in accordance with workplace procedures and relevant legislative requirements</p>

<p>3. Develop and review alternative solutions</p>	<p>a. Appropriate alternative solutions to the identified issues and problems are developed with due consideration to the management of the risks involved, all pertinent legislative requirements, enterprise quality standards and the needs of the client</p> <p>b. The comparative benefits and risks of the alternative solutions are reviewed in accordance with workplace procedures</p> <p>c. The various options and their outcomes of the review of their comparative benefits and risks are documented as required</p>
<p>4. Select and justify a solution</p>	<p>a. Based on the review of the alternative solutions developed a selection is made of the preferred solution</p> <p>b. The justification for the selection is documented as per workplace procedures and policies with due reference to its compliance with all pertinent legislative requirements, the benefits of the selected solution, the risks involved and how they will be managed, the relevant enterprise quality standards and the needs of the client</p> <p>c. Any critical issues identified during the review and analysis process are discussed and cleared with relevant internal and external personnel if necessary</p>
<p>5. Provide advice to client on a border clearance transaction</p>	<p>a. The results of the review of the integrated border clearance transaction are discussed with the client and advice is provided on the recommended solution and the rationale for the recommendation</p> <p>b. Agreement is gained from the client to proceed with the integrated border clearance transaction as planned</p>
<p>6. Complete the border clearance transaction</p>	<p>a. The integrated border clearance transaction is completed in accordance with the agreed approach and all pertinent legislative requirements and workplace procedures</p>
<p>7. Document and record the border clearance transaction</p>	<p>a. All required documentation for the integrated border clearance transaction is completed and verified in accordance with all pertinent legislative requirements and workplace procedures</p> <p>b. Information is entered into appropriate systems as required</p> <p>c. Records of the integrated border clearance transaction and information on any specific issues and problems and related solutions adopted and action taken</p> <p>d. All relevant information concerning the integrated border clearance transaction is forwarded to the client and relevant internal and external personnel</p> <p>e. Records for the integrated border transaction are retained according to Customs and related legislation requirements as well as workplace and organisational procedures</p>
<p>8. Implement formal review mechanisms for dispute resolution</p>	<p>a. The need for a formal review of a dispute related to a border transaction is identified in accordance with the relevant requirements of Customs and other related legislation</p> <p>b. The appropriate review mechanism for a dispute related to a border transaction is identified in accordance with the relevant requirements of Customs and other related legislation</p> <p>c. The identified review mechanism is implemented for the resolution of a dispute related to a border transaction in accordance with the relevant requirements of Customs and other related legislation</p>

Range Of Variables

ANALYSE, ADVISE ON AND CARRY OUT INTEGRATED BORDER CLEARANCE TRANSACTIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant Customs and related legislation and workplace requirements concerning border clearance transactions b. Work is performed with limited supervision generally within a collaborative team environment c. Work involves the application of Customs and related legislation and workplace procedures when analysing advising on and conducting integrated border clearance transactions as part of customs broking activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Workplaces may comprise large, medium or small worksites c. Analysis of an integrated border clearance transaction involves careful and detailed consideration of the client's instructions and needs, all pertinent compliance requirements and relevant workplace quality standards. It also includes consideration of all possible interactive effects and risks and a comparative review of appropriate solutions to any problems and issues identified in the course of the analysis. d. Aspects of integrated border clearance transactions that will need to be examined and analysed to establish any interactive effects and problems may include but are not limited to: <ul style="list-style-type: none"> d.1. permit requirements (including quarantine, d.2. GST requirements d.3. Tariff requirements d.4. valuation d.5. prohibitions and restrictions d.6. dangerous goods and hazardous materials codes and regulations d.7. container X-ray requirements e. Aspects of transaction that may be considered in the consideration of interactive effects and issues can include but are not limited to: <ul style="list-style-type: none"> e.1. client requirements e.2. compliance with all pertinent regulations and permit requirements e.3. risk assessment (to broking organisation, regulatory authorities and client) e.4. cost effectiveness e.5. timeliness e.6. source(s) of information f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. agents f.3. other employees and supervisors f.4. relevant authorities and institutions f.5. management representatives f.6. other professional or technical specialists f.7. Customs f.8. AQIS

Range Of Variables (continued)

ANALYSE, ADVISE ON AND CARRY OUT INTEGRATED BORDER CLEARANCE TRANSACTIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> g. New developments in border clearance requirements and operations <ul style="list-style-type: none"> g.1. regulations g.2. processes g.3. systems g.4. technology g.5. goods h. Information on new developments in border clearance requirements and operations may be obtained from: <ul style="list-style-type: none"> h.1. internal networks such as: own operations team, staff in other departments, support staff, managers, training staff, etc. h.2. external networks such as: staff in various regulatory authorities (Customs, AQIS, etc.), airline, shipping, road transport and storage, personnel, staff in bond stores and other customs broking firms, etc. h.3. official booklets, bulletins, journals, magazines, books, etc. h.4. Internet websites (e.g. Customs, AQIS) h.5. internal and external training programs i. Ways of learning skills and knowledge required for new developments in border clearance requirements and operations may include: <ul style="list-style-type: none"> i.1. external training programs i.2. internal training programs i.3. reading independently i.4. coaching in the workplace i.5. on-line learning on a computer i.6. networking with relevant internal and external contacts j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures k.5. standard operating procedures (SOPs)
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. relevant Customs and related legislation a.2. ATO legislative requirements a.3. AQIS and other legislative requirements and publications pertaining to border clearance functions a.4. relevant sections of the Australian Customs Manual

Range Of Variables (continued)

ANALYSE, ADVISE ON AND CARRY OUT INTEGRATED BORDER CLEARANCE TRANSACTIONS

VARIABLE	SCOPE
<p>3. Sources of information/documents (continued)</p>	<ul style="list-style-type: none"> a.5. downloadable information from relevant websites on the Internet such as Customs and AQIS websites a.6. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.7. internal documentation used for integrated border clearance transactions a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for equipment required when analysing and conducting a.10. workplace procedures and policies a.11. client instructions a.12. award, enterprise bargaining agreement, other industrial arrangements a.13. quality assurance procedures a.14. emergency procedures
<p>4. Applicable regulations and legislation</p>	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. Customs and related legislation pertaining to integrated border clearance transactions a.2. ATO legislation a.3. AQIS and other legislative requirements pertaining to border clearance functions a.4. privacy legislation a.5. export/import/quarantine/bond requirements a.6. relevant State/Territory OHS and environmental protection legislation

**ANALYSE, ADVISE ON AND CARRY OUT INTEGRATED
BORDER CLEARANCE TRANSACTIONS**

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. read and interpret the facts of the transaction request a.2. identify and analyse any problems that may arise in completing a border clearance transaction a.3. develop and review alternative solutions a.4. select and justify solutions to typical border clearance transaction problems a.5. complete the border clearance transaction a.6. document and record the border clearance transaction a.7. communicate and negotiate with clients a.8. select and use the technology required to complete a border clearance transaction a.9. locate, interpret and apply relevant information a.10. learn skills and knowledge required for relevant new developments in border clearance operations a.11. work effectively and collaboratively with others a.12. respond appropriately to cultural differences amongst clients, internal and external contacts and within the operational team a.13. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.14. follow the designated work plan for the work
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>

<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. relevant Customs and related legislation and Australian and international codes and regulations relevant to the analysing, advising on and conducting of integrated border clearance transactions b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the analysing advising on and conducting of integrated border clearance transactions d. Focus of operation of work systems, equipment, management and site operating systems when analysing advising on and conducting integrated border clearance transactions e. Issues and problems that may be identified when analysing advising on and conducting integrated border clearance transactions and appropriate action that can be taken to resolve the problems and issues concerned f. Information on relevant aspects of integrated border clearance transactions, including: <ul style="list-style-type: none"> f.1. <ul style="list-style-type: none"> a. the functions & responsibilities of a customs broker nominee b. the functions & responsibilities of a sole trader and corporate brokerage f.2. purpose and features of "Frontline" and "Customs Watch" programs f.3. the role and authority of the Customs, AQIS and other pertinent legislative authorities and how they fit into the structure of the Government and customs broker practices f.4. internal and external review practices available to analyse and review issues and problems arising within integrated border clearance transactions f.2. processes and practices for advising clients on issues and related solutions arising during an assessment of an integrated border clearance transaction
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ANALYSE, ADVISE ON AND CARRY OUT INTEGRATED BORDER CLEARANCE TRANSACTIONS

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> g. Types of goods and related documentation h. Sources of information on new developments in border clearance operations, transactions and related legislative requirements i. Ways of learning the skills and knowledge required for new developments in border clearance operations, transactions and related legislative requirements j. Cultural differences amongst customers, internal and external contacts and within the operational team and their implications k. Documentation requirements needed when analysing, advising on and conducting of integrated border clearance transactions m. Ability to: <ul style="list-style-type: none"> m.1. select and use relevant computer/communication/office equipment when analysing, advising on and conducting of integrated border clearance transactions m.2. modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits m.3. work collaboratively as part of a customs broking team m.4. present information using appropriate media and technology m.5. take responsibility for analysing, advising on and conducting of integrated border clearance transactions and related solutions m.6. identify, interpret and learn skills and knowledge required for relevant new developments in border clearance transactions m.7. solve problems that may arise when analysing, advising on and conducting of integrated border clearance transactions m.8. plan and organise work activities m.9. read and interpret instructions, procedures and information relevant to analysing, advising on and conducting of integrated border clearance transactions m.10. negotiate, communicate and liaise effectively with clients and others
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to analyse, advise on and carry out integrated border clearance transactions, and/or a.2. analyse, advise on and carry out integrated border clearance transactions in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. reading and interpreting the facts of the transaction request a.2. identifying and analysing any problems that may arise in completing a border clearance transaction a.3. developing and reviewing alternative solutions a.4. selecting & justifying solutions to border clearance transaction problems a.5. completing the border clearance transaction a.6. documenting and recording the border clearance transaction a.7. communicating and negotiating with clients a.8. selecting and using the technology required to in complete a border clearance transaction a.9. locating, interpreting and applying relevant information

Evidence Guide (continued)

ANALYSE, ADVISE ON AND CARRY OUT INTEGRATED BORDER CLEARANCE TRANSACTIONS

<p>5. Consistency in performance (continued)</p>	<ul style="list-style-type: none"> a.10. learning skills and knowledge required for relevant new developments a.11. working effectively and collaboratively with others a.12. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant procedures for compliance with Customs and related legislation pertaining to integrated border clearance transactions b.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions for analysing, advising on and carrying out of integrated border clearance transactions (including compliance, risk management, privacy and security procedures) b.5. manufacturer's instructions for the equipment required when analysing, advising on and carrying out integrated border clearance transactions b.6. obtaining assistance from other team members when required b.7. customer service and quality assurance procedures and policies c. Action is taken promptly to report and/or rectify issues and problems identified when analysing, advising on and carrying out of integrated border clearance transactions the servicing of freight customers in accordance with legislative requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
<p>6. Context for assessment</p>	<ul style="list-style-type: none"> a. Assessment must fulfil the requirements of Customs, AQIS, ATO and other pertinent regulatory authorities b. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning b.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> b.2.1. at the Registered Training Organisation, and/or b.2.2. in an appropriate work situation c. Assessment must confirm that the candidate can bring together in an integrated way all of the relevant knowledge of border clearance regulations, requirements and processes to manage a range of border clearance transactions in which a broad range of implications must be evaluated

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment in accordance with workplace requirements, including inspecting equipment and work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Inspect equipment and work area	<ul style="list-style-type: none"> a. Equipment is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturer's specifications b. Aspects of equipment/work area found to be outside manufacturer's and/or workplace specifications are reported to designated persons for appropriate action
2. Check equipment operational capability	<ul style="list-style-type: none"> a. Equipment and components are tested after start-up in accordance with manufacturer's specifications and workplace procedures b. Warning systems are all checked for operational effectiveness
3. Identify and assess impact of faults on work requirements	<ul style="list-style-type: none"> a. Faults are identified and assessment made of the potential effect on the operation of the equipment for the required work b. Faults that may affect the safe operation of the equipment are reported to the appropriate personnel for rectification
4. Record and report results of inspection and testing	<ul style="list-style-type: none"> a. The results of the inspection and testing are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines b. Records are clear, unambiguous and concisely kept in accordance with workplace policy c. Clear reference is made to any items which may affect the future safety of the equipment

Range Of Variables

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the checking and assessment of the operational capability of equipment b. Safety checks and equipment tests are performed under limited supervision c. Work involves the application of regulatory requirements and workplace procedures to the checking and assessment of the operational capability of equipment in the stevedoring, transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Purpose of equipment checking and inspection is to ensure it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability f. Safety and operational capability checks may be performed on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries g. Visual checks may include but are not limited to: <ul style="list-style-type: none"> g.1. pressure over/under specification g.2. fluid leaks g.3. temperature over/under specifications g.4. cracks, surface or structural faults or other damage g.5. tightness of bolts, fixtures and fittings within specifications h. Records/results of pre-operation tests may include: <ul style="list-style-type: none"> h.1. details of faulty equipment or specific components h.2. action taken h.3. results of testing h.4. details of repair and maintenance work to be undertaken i. Operational checks may be performed by operating/checking the functionality of various pieces of safety and component equipment (where applicable) j. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> j.1. chemicals j.2. dangerous or hazardous substances j.3. movements of equipment, goods and materials j.4. a fire or explosion j.5. faulty equipment/tools

Range Of Variables (continued)

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Consultative processes may involve:</p> <ul style="list-style-type: none"> k.1. workplace personnel k.2. supervisors and managers k.3. equipment manufacturers k.4. site visitors k.5. contractors k.6. official representatives <p>l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures <p>m. Personal protection equipment may include:</p> <ul style="list-style-type: none"> m.1. gloves m.2. safety headwear and footwear m.3. safety glasses m.4. two-way radios m.5. high visibility clothing <p>n. Communication in the work area may include:</p> <ul style="list-style-type: none"> n.1. phone n.2. fax n.3. e-mail n.4. Internet n.5. RF communications n.6. barcode readers n.7. oral, aural or signed communications
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the checking and assessment of the equipment concerned a.2. manufacturer's specifications for equipment/tools a.3. equipment identification labels, barcodes and serial numbers a.4. supplier and/or client instructions a.5. relevant OHS requirements and policies a.6. relevant Australian standards and certification requirements a.7. material safety data sheets where applicable a.8. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.9. relevant legislation, regulations and related documentation including the ADG Code a.10. award, enterprise bargaining agreement and other industrial arrangements a.11. quality assurance procedures a.12. emergency procedures

Range Of Variables (continued)

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerneda.2. relevant State/Territory OHS legislationa.3. relevant State/Territory environmental protection legislationa.4. licence, patent or copyright arrangementsa.5. export/import/quarantine/bond requirementsa.6. relevant Australian standards and certification requirementsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action legislationa.8. workers compensation regulations

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply information relevant to the checking and assessing of the operational capability of equipment a.2. conduct visual checks of safety and operational components of equipment a.3. check equipment by operating it over its range of functions a.4. explain and report the implications on safe and effective work of defects found during visual and operational checks a.5. record results of pre-operation tests in accordance with workplace procedures a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations and standards relevant to the checking and assessing of the operational capability of equipment, including, where relevant, the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the checking and assessing of the operational capability of equipment d. Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of equipment e. The characteristics, capabilities and limitations of the equipment f. Tools and equipment used during the checking and assessing of the operational capability of equipment and the precautions and procedures that should be followed in their use g. Problems that may occur when checking and assessing the operational capability of equipment and appropriate action that can be taken to resolve the problems h. Operational safety requirements for the equipment concerned i. Documentation and record requirements j. Housekeeping standards procedures required in the workplace k. Site layout and obstacles l. Ability to select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment m. Ability to modify activities depending on differing workplace contexts, risk situations and environments n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the checking and assessing of the operational capability of equipment p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to check and assess the operational capability of equipment, and/or</p> <p>a.2. check and assess the operational capability of equipment in an appropriate range of equipment and operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <p>a.1. locating, interpreting and applying information relevant to the checking and assessment of the operational capability of equipment</p> <p>a.2. conducting visual checks of safety and operational components of equipment</p> <p>a.3. checking equipment by operating it over its range of functions</p> <p>a.4. explaining and reporting the implications on safe and effective work of defects found during visual and operational checks</p> <p>a.5. recording results of pre-operation tests</p> <p>a.6. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and work instructions concerning the checking and assessment of equipment (including housekeeping and security procedures)</p> <p>b.4. manufacturer's instructions for the checking and use of equipment</p> <p>b.5. procedures for the use of relevant personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties when checking and assessing the operational capability of equipment in accordance with OHS and regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

CHECK AND ASSESS OPERATIONAL CAPABILITIES OF EQUIPMENT

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to test equipment and isolate faults in accordance with workplace requirements, including identifying scope of the operational test, plan operational tests, checking the equipment through full operating range, and isolating faults and/or formulating recommendations for adjustment, repair or replacement in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Identify scope of operational check	<ul style="list-style-type: none"> a. Physical condition of equipment is observed b. Test procedures and parameters are identified in accordance with workplace procedures and manufacturer's specifications c. Preliminary observations are recorded d. Test procedures are discussed with appropriate staff and necessary permission obtained
2. Plan operational checks	<ul style="list-style-type: none"> a. Specifications and notes from preliminary observations are checked and areas to be clarified are identified b. Sequence of tests is planned noting areas where results and observations should be recorded c. Safe area for testing is identified d. Arrangements are made for any additional resources (including staff)
3. Check unit through full operating range	<ul style="list-style-type: none"> a. Test is undertaken observing relevant safety and operational requirements b. Results are recorded and findings confirmed
4. Isolate fault and/or formulate recommendations	<ul style="list-style-type: none"> a. Proposals for equipment repair are recorded based on faults found, cost/time implications and workplace approval systems b. Report is explained to relevant workplace personnel including any options and recommendations c. Parts are procured and/or repairs undertaken in accordance with enterprise procedures

Range Of Variables

TEST EQUIPMENT AND ISOLATE FAULTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the testing of equipment and the isolation of faults b. Work is performed under some supervision, generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures to the testing and the isolation of faults in equipment in the stevedoring, transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Tests and the isolation of faults may be performed on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries f. Personal protection equipment may include: <ul style="list-style-type: none"> f.1. gloves f.2. safety headwear and footwear f.3. safety glasses f.4. two-way radios f.5. high visibility clothing g. Tests may include but are not limited to: <ul style="list-style-type: none"> g.1. tests of operational performance g.2. tests as part of routine servicing g.3. identification of causes of poor or out-of-specification performance g.4. tests following servicing and/or adjustment of equipment h. Records/results of tests may include: <ul style="list-style-type: none"> h.1. details of faulty equipment or specific components h.2. details of action taken h.3. results of testing and associated recommendations h.4. details of repair and maintenance work to be undertaken i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. chemicals i.2. dangerous or hazardous substances i.3. movements of equipment, goods and materials i.4. a fire or explosion i.5. faulty equipment/tools

Range Of Variables (continued)

TEST EQUIPMENT AND ISOLATE FAULTS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Consultative processes may involve:</p> <ul style="list-style-type: none"> k.1. workplace personnel k.2. supervisors and managers k.3. equipment manufacturers k.4. site visitors k.5. contractors k.6. official representatives <p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail l.4. Internet l.5. RF communications l.6. barcode readers l.7. oral, aural or signed communications
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the checking and assessment of the equipment concerned a.2. manufacturer's specifications for equipment/tools a.3. equipment identification labels, barcodes and serial numbers a.4. supplier and/or client instructions a.5. relevant OHS requirements and policies a.6. relevant Australian standards and certification requirements a.7. material safety data sheets where applicable a.8. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.9. relevant legislation, regulations and related documentation including the ADG Code a.10. award, enterprise bargaining agreement and other industrial arrangements a.11. quality assurance procedures a.12. emergency procedures

Range Of Variables (continued)

TEST EQUIPMENT AND ISOLATE FAULTS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to the checking and operation of the equipment concerneda.2. relevant State/Territory OHS legislationa.3. relevant State/Territory environmental protection legislationa.4. licence, patent or copyright arrangementsa.5. water and road use and licence arrangementsa.6. export/import/quarantine/bond requirementsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action legislationa.8. workers compensation regulations

TEST EQUIPMENT AND ISOLATE FAULTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify scope of operational tests and checks a.2. plan operational tests/checks a.3. test and check equipment through its full operating range a.4. isolate any identified fault and/or formulate recommendations a.5. explain and report on the results of tests/checks and any faults isolated a.6. record results of tests in accordance with workplace procedures a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the testing of equipment and the isolation of faults b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the testing of equipment and the isolation of faults, including the tagging and reporting of faulty equipment and components d. Focus of operation of work systems, equipment, management and site operating systems for the testing of equipment and the isolation of faults e. Fault-finding techniques including identification of cost/time effective rectification procedures f. Tools, meters, gauges and equipment used during the testing of equipment and the isolation of faults and the precautions and procedures that should be followed in their use g. Guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items h. Faults that may occur with equipment, and appropriate action that can be taken to report and/or rectify the identified faults in the equipment or its components i. The characteristics, capabilities and limitations of the equipment j. Operational safety requirements for the equipment concerned k. Housekeeping standards procedures required in the workplace l. Site layout and obstacles m. Documentation and record requirements n. Ability to select and use relevant meters, gauges, equipment and tools when testing equipment and isolating faults o. Ability to read and interpret instructions, procedures and information relevant to the testing of equipment and the isolation of faults p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards q. Ability to read and comprehend simple statements in English r. Ability to apply basic mechanical, hydraulic, electrical and electronic principles to testing and fault identification activities s. Ability to modify activities depending on differing workplace contexts, risk situations and environments

TEST EQUIPMENT AND ISOLATE FAULTS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to test equipment and isolate faults, and/or</p> <p>a.2. test equipment and isolate faults in an appropriate range of equipment and operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies knowledge and skills when:</p> <p>a.1. identifying scope of operational tests and checks</p> <p>a.2. planning operational tests/checks</p> <p>a.3. testing and checking equipment through its full operating range</p> <p>a.4. isolating any identified fault and/or formulating recommendations</p> <p>a.5. reporting on the results of tests/checks and any faults isolated</p> <p>a.6. recording results of tests in accordance with workplace procedures</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the testing of equipment and the isolation of faults (including tagging and reporting procedures)</p> <p>b.4. manufacturer's instructions for the checking and use of equipment</p> <p>b.5. procedures for the use of relevant personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties when testing equipment and isolating faults in accordance with OHS and regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	2	2	3

DESCRIPTION:

This unit involves the skills and knowledge required to drive commercial light vehicles and cars safely, including the systematic, safe and efficient control of all vehicle functions, monitoring of traffic and road conditions, management of vehicle condition, and performance and effective management of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant State/Territory Road Traffic Authority.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory learner permit or driver licence requirements before driving a vehicle on a public road.

ELEMENT	PERFORMANCE CRITERIA
1. Drive the vehicle	<ul style="list-style-type: none"> a. Vehicle is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions b. Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving d. The vehicle is driven in reverse, maintaining visibility and achieving accurate positioning e. Vehicle lights and indicators are used in accordance with traffic regulations and manufacturer's instructions f. The vehicle is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and workplace procedures g. Appropriate procedures are followed in the event of a driving emergency
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> a. The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations b. Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> a. Vehicle performance is maintained through pre-operational inspections and checks of the vehicle b. Performance and efficiency of vehicle operation is monitored during use c. Defective or irregular performance or malfunctions are reported to the appropriate authority d. Vehicle records are maintained/updated and information is processed in accordance with workplace procedures

Range of Variables

DRIVE VEHICLE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Driving must be carried out in compliance with the licence requirements and regulations of the relevant State/Territory roads and traffic authority b. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes c. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle across a variety of driving contexts
2. Worksite environment	<ul style="list-style-type: none"> a. Type of vehicle includes cars and vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver, and all types of transmission b. Driving may be carried out in typical road transport situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. on the open road b.4. on a private road b.5. while at a depot, base or warehouse b.6. while at a client's workplace or work site c. Vehicle handling procedures may include: <ul style="list-style-type: none"> c.1. starting a vehicle c.2. steering and manoeuvring a vehicle c.3. accelerating and braking c.4. positioning and stopping a vehicle c.5. reversing a vehicle c.6. operating vehicle controls, instruments and indicators c.7. using defensive driving techniques c.8. managing engine performance d. Pre-operational checks may include: <ul style="list-style-type: none"> d.1. visual check of vehicle d.2. checking and topping up of fluid levels d.3. checks of tyre pressures d.4. checks of operation of vehicle lights and indicators d.5. checks of brakes e. Minor routine repairs may include: <ul style="list-style-type: none"> e.1. replacement of blown globes in vehicle lights e.2. replacement of broken fan belt e.3. replacement of blown fuse e.4. replacement of door mirrors e.5. repairs to rear tail-light lens e.6. changing of tyres e.7. repair of tyre punctures e.8. replacement of broken coolant hose

Range of Variables (continued)

DRIVE VEHICLE

<p>2. Worksite environment (continued)</p>	<p>f. Driving hazards may include (examples only):</p> <ul style="list-style-type: none"> f.1. wet and iced roads f.2. oil on road f.3. animals and objects on road f.4. fire in vehicle f.5. leaking fuel f.6. faulty brakes f.7. parked vehicles on the road f.8. faulty steering mechanism on vehicle f.9. pedestrians crossing the road f.10. flooded sections of road f.11. windy sections of road f.12. foggy conditions <p>g. Factors that can cause traffic delays and diversions may include (examples only):</p> <ul style="list-style-type: none"> g.1. traffic accidents g.2. flooded sections of road g.3. road damage g.4. bridge/tunnel damage g.5. road works g.6. building construction g.7. emergency situations such as bushfires, building fires, etc. g.8. road closures for special events such as marches, parades, etc. g.9. holiday traffic g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc. <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. State/Territory driving licence requirements a.2. State/Territory road rules a.3. workplace driving instructions and procedures a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including pre-operational checks of vehicle a.5. emergency procedures a.6. vehicle log book or record book (where required)
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle a.2. relevant State/Territory road rules a.3. relevant State/Territory permit regulations and requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

Evidence Guide

DRIVE VEHICLE

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: a.1. follow correct vehicle handling procedures a.2. monitor traffic and road conditions a.3. carry out pre-operational checks a.4. monitor and maintain vehicle performance a.5. follow OHS and environmental protection procedures and regulations a.6. follow emergency procedures when required
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other competency units that form part of a transport worker's job function
3. Required knowledge and skills	a. Relevant road rules, regulations, permit and licence requirements of the relevant State/Territory road traffic authority b. Relevant OHS and environmental procedures and regulations c. Vehicle controls, instruments and indicators and their use d. Vehicle handling procedures e. Procedures to be followed in the event of a driving emergency f. Engine power management and safe driving strategies g. Efficient driving techniques h. Pre-operational checks carried out on vehicle and related action i. Differences between transmission types j. Fatigue management techniques k. Map reading and road navigation techniques l. Driving hazards and related defensive driving techniques m. Principles of stress management when driving a vehicle n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver o. Workplace driving and operational instructions p. Causes and effects of fatigue on drivers q. Strategies to manage on-road fatigue r. Factors which increase fatigue-related accidents s. Lifestyles which promote the effective long-term management of fatigue t. Ability to read instructions, procedures and signage relevant to the driving of a vehicle u. Ability to monitor and anticipate traffic hazards and take appropriate action

Evidence Guide (continued)

DRIVE VEHICLE

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults (including the driver and all types of transmission), and/ora.2. drive such a commercial vehicle in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. driving a vehiclea.2. monitoring traffic and road conditions and taking appropriate actiona.3. carrying out pre-operational checks and taking appropriate actiona.4. monitoring and maintaining vehicle performancea.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operationsa.6. communicating effectively with others when driving a vehiclea.7. completing required documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant State/Territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicleb.2. OHS policies and proceduresb.3. identification of driving hazards and the use of appropriate defensive driving techniquesb.4. workplace procedures and work instructions(including security and housekeeping procedures)b.5. relevant vehicle manufacturer's guidelines related to the driving of the vehicleb.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checksc. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

Evidence Guide (continued)

DRIVE VEHICLE

6. Context for assessment
- a. Assessment of competence must comply with the assessment requirements of the relevant State/Territory road traffic authority
 - b. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - b.2. Appropriate practical assessment must occur:
 - b.2.1. at the Registered Training Organisation, and/or
 - b.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to shift loads using manual handling methods, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan.

Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory OHS regulatory requirements concerning the safe lifting and handling of a load using manual handling techniques.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess risks arising from the relocation of the load</p>	<ul style="list-style-type: none"> a. Products, goods or materials to be relocated are identified b. Locations for storage are determined and potential routes to be followed are identified c. Effect of load relocation on original load base is predicted d. Points of balance are estimated e. Required clearances are compared to available space and adjustments made f. Effects of moving contents which may be loose, liquid, dangerous or hazardous are considered g. Potential risks in route(s) which may be followed are considered h. Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goods i. Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identified j. Team lifting processes are considered for application k. Appropriate personal protective equipment is worn
<p>2. Plan load relocation</p>	<ul style="list-style-type: none"> a. Relocation of the load is planned consistent with the code of practice for manual handling b. Process for relocating load is proposed including predicting and planning for potential difficulties c. Proposed process is checked against code of practice and workplace procedures for compliance

3. Relocate load

- a. Actions for lifting, lowering and carrying, pulling and pushing a load are in accordance with workplace procedures and OHS requirements
- b. Applications appropriate for team relocation of load are identified
- c. Team lifting tasks are coordinated
- d. Planned process and route are followed
- e. Relocated materials are set down without damage to goods, personnel or equipment and checked for stability
- f. Relocation is checked to see that it meets work requirements, with any variance(s) reported

Range Of Variables

SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant OHS regulations concerning the manual lifting and movement of loads b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic principles for the safe lifting and movement of loads when shifting materials using manual handling methods as part of day-to-day work
2. Worksite environment	<ul style="list-style-type: none"> a. The shifting operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Materials to be shifted may include: <ul style="list-style-type: none"> e.1. goods e.2. equipment and tools e.3. cleaning materials e.4. components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc. e.5. materials used in the course of work such as drums of fuel, raw materials, packaging, etc. f. Loads to be shifted may be: <ul style="list-style-type: none"> f.1. irregularly shaped f.2. packaged or unpackaged f.3. labelled or unlabelled g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods and materials h. Personnel in the work area may include: <ul style="list-style-type: none"> h.1. workplace personnel h.2. site visitors h.3. contractors h.4. official representatives i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. two-way radios k.5. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, goods and container identification a.3. manufacturer's specifications for equipment/tools a.4. workplace procedures and policies a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. relevant State/Territory environmental protection legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. licence, patent or copyright arrangements a.6. dangerous goods and air freight regulations a.7. export/import/quarantine/bond requirements a.8. marine orders

SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. provide customer/client service and work effectively with others a.3. convey information in written and oral form a.4. maintain workplace records a.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.6. follow the designated work plan for the job a.7. use appropriate techniques and body positioning when lifting, lowering and carrying, pulling and pushing and team lifting
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines concerning the manual lifting and movement of loads b. Risks when manually lifting and handling materials and goods and related precautions to control the risk, including: <ul style="list-style-type: none"> b.1. the load on the spine during lifting b.2. controlled actions on a movement during lifting b.3. rotation and side movement of the spine during lifting b.4. postures and positions during lifting b.5. work layout b.6. weight of the load b.7. load type and position b.8. frequency of shifting operations b.9. distance over which load is to be shifted b.10. time allowed for the shifting of the load c. Workplace procedures and policies for the shifting of goods and materials d. Housekeeping standards procedures required in the workplace e. Site layout and obstacles f. Ability to modify activities depending on differing workplace contexts, risk situations and environments g. Ability to read and comprehend simple statements in English including material data safety sheets (where applicable) h. Ability to identify containers and goods coding, IMDG markings and, where applicable, emergency information panels i. Ability to estimate the size, shape and special requirements of loads
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to shift materials safely using manual handling methods, and/or a.2. shift materials safely using manual handling methods in an appropriate range of operational situations

SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following designated work plans for load shifting jobs a.2. using appropriate techniques and body positioning when lifting, lowering and carrying a load and when pulling and pushing and team lifting a.3. applying safety precautions relevant to the load shifting task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and work instructions concerning the manual shifting of loads b.3. obtaining assistance from other team members when required b.4. housekeeping procedures b.5. environmental protection procedures when shifting materials <p>c. Action is taken promptly to report and/or rectify any potential difficulties in safely shifting a load in accordance with OHS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct weighbridge operations in accordance with regulatory requirements and workplace procedures, including setting up for weighbridge operations, weighing loaded vehicles, weighing unloaded vehicles, finalising weighbridge operations, and completing required records and documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Set up for weighbridge operations	<ul style="list-style-type: none"> a. Weighbridge systems, including equipment, computer and recording arrangements are checked for operational status b. Tests to confirm accuracy of weighbridge operation and related functions are conducted in accordance with workplace procedures, manufacturer's instructions and relevant legislation c. Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, workplace policy and industry guidelines d. Faults/discrepancies in weighbridge operation are identified and action undertaken in accordance with workplace procedures
2. Weigh loaded vehicles	<ul style="list-style-type: none"> a. Vehicles likely to exceed weighbridge weight limit are turned away b. Vehicles are directed onto platform to obtain accurate weight c. Weight of loaded stationary vehicle is registered against vehicle and load identification d. Vehicle and load information is entered into workplace recording system and driver issued with receipt and/or statement e. Areas of dispute are resolved or forwarded for further action undertaken in accordance with workplace procedures
3. Weigh unloaded vehicles	<ul style="list-style-type: none"> a. Vehicles are directed onto platform to obtain accurate weight b. Weight of unloaded stationary vehicle is registered against vehicle c. Proposed load weight is assessed for conformance to statutory requirements d. Where appropriate, loading operations are commenced in accordance with legal loading weight, customer requirements and workplace procedures with vehicle re-weighed to establish final load weight e. Vehicle and load information is entered into workplace recording system and invoice issued to driver where appropriate f. Driver signatures on weighbridge documents, invoices or receipts are obtained in accordance with statutory and workplace requirements g. Areas of dispute are resolved or forwarded for further action to be undertaken in accordance with workplace procedures
4. Complete weighbridge operations	<ul style="list-style-type: none"> a. Weighbridge systems, including equipment, computer and recording arrangements are secured or made ready for next shift b. Record of operations is maintained and filed in accordance with workplace procedures and statutory requirements

Range Of Variables

CONDUCT WEIGHBRIDGE OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to weighbridge operations b. Work is performed under some supervision, generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures when conducting weighbridge operations in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Weighbridge operations may be inclusive of a single operation involving the loading of vehicles and despatch functions f. Weighbridge operation may be: <ul style="list-style-type: none"> f.1. electro/mechanical f.2. electronic f.3. computerised g. Vehicles may include <ul style="list-style-type: none"> g.1. trucks g.2. articulated road vehicles g.3. trailers g.4. wagons h. Calibration and/or testing of equipment may be required prior to and during operations i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. chemicals and pesticides i.2. dangerous or hazardous substances i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. protective clothing j.6. respirators and fume/dust masks j.7. high visibility clothing

Range Of Variables (continued)

CONDUCT WEIGHBRIDGE OPERATIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Requirements for work may include:</p> <ul style="list-style-type: none"> k.1. site restrictions and procedures k.2. use of safety and personal protection equipment k.3. communications/recording equipment k.4. authorities and permits k.5. breakdown procedures k.6. emergency procedures <p>l. Communication in the work area may include:</p> <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. electronic data interchange (EDI) l.5. RF systems l.6. oral, aural or signed communications <p>m. Consultative processes may involve:</p> <ul style="list-style-type: none"> m.1. workplace personnel m.2. supervisors and managers m.3. existing and potential customers/clients m.4. drivers m.5. suppliers and contractors m.6. union representatives m.7. industrial relations and OHS specialists m.8. maintenance, professional or technical staff <p>n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> n.1. company procedures n.2. workplace procedures n.3. organisational procedures n.4. established or standard procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures a.2. induction documentation a.3. competency standards and training materials a.4. manufacturer's specifications and instructions for the operation of weighbridge equipment a.5. material safety data sheets a.6. workplace operating procedures and policies a.7. supplier and/or client instructions a.8. Australian and international standards, criteria and certification requirements a.9. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.10. relevant regulations including the ADG Code a.11. award, workplace bargaining agreement, other industrial arrangements a.12. OHS procedures a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

CONDUCT WEIGHBRIDGE OPERATIONS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to weighbridge operationsa.2. traffic acts and road transport mass and loading regulationsa.3. ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goodsa.4. relevant State/Territory OHS legislationa.5. relevant State/Territory environmental protection legislationa.6. relevant Australian and international standards and certification requirementsa.7. workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislationa.8. workers compensation regulations

CONDUCT WEIGHBRIDGE OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess operational status of weighbridge and related components a.2. conduct load weighing operations for a range of vehicles on intake and outload a.3. identify faults in operation of equipment a.4. perform allowable adjustments to equipment a.5. estimate weight and dimensions of load a.6. select appropriate equipment and work systems a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the conduct of weighbridge operations including ADG Code where applicable b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the conduct of weighbridge operations d. Problems that may occur when conducting weighbridge operations and appropriate action that can be taken to resolve the problems e. Equipment applications, capacities, configurations, safety hazards and control mechanisms f. Records and documentation requirements for weighbridge operations g. Classification procedures h. Despatch procedures i. Calculation method and approaches for both metric and imperial systems j. Correct weighing procedures including statutory and workplace requirements k. Emergency response procedures l. Site layout m. Ability to set up and maintain weighbridge equipment n. Ability to identify, select and efficiently and effectively use weighbridge equipment o. Ability to plan own work including predicting consequences and identifying improvements p. Ability to read and interpret instructions, procedures and information relevant to weighbridge operations q. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

CONDUCT WEIGHBRIDGE OPERATIONS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct weighbridge operations, and/ora.2. conduct weighbridge operations in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. assessing operational status of weighbridge and related componentsa.2. conducting load weighing operations for a range of vehicles on intake and outloada.3. identifying faults in operation of equipmenta.4. performing allowable adjustments to equipmenta.5. estimating weight and dimensions of loada.6. selecting appropriate equipment and work systemsa.7. using appropriate communication strategies and equipmenta.8. locating, interpreting and applying relevant informationa.9. maintaining workplace records and documentationb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice and regulations, including ADG Codeb.2. OHS regulations and hazard prevention policies and proceduresb.3. workplace procedures and instructions for the conduct of weighbridge operations (including housekeeping, security and emergency procedures)b.4. manufacturer's instructions for the weighbridge equipmentb.5. procedures for the use of personal protection equipmentb.6. issue resolution proceduresb.7. customer service and quality assurance procedures and policiesb.8. waste minimisation and environmental protection proceduresc. Action is taken promptly to report any accidents, incidents or difficulties in weighbridge operations in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

CONDUCT WEIGHBRIDGE OPERATIONS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	2	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to present routine workplace information in accordance with workplace requirements including preparing and presenting routine workplace documents and preparing and delivering oral presentations as part of routine work.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Prepare and present document</p>	<ul style="list-style-type: none"> a. Purpose of the document is identified b. Sources of information are established c. Information is collated and presented in a logical order d. Document style is selected to match purpose and workplace pro-formas e. Language is clear, concise and conveys appropriate information to target audience f. Document is checked to ensure that it follows workplace requirements g. Completed document is presented to appropriate personnel as required
<p>2. Prepare and deliver oral presentation</p>	<ul style="list-style-type: none"> a. Purpose of oral presentation is established b. Target audience is identified c. Information is gathered and sorted d. Visual, audio and physical support media are identified or developed, if required, in accordance with workplace procedures e. Presentation is trialled and adjusted to suit target audience f. Information is presented in accordance with workplace procedures

Range Of Variables

PRESENT ROUTINE WORKPLACE INFORMATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace requirements concerning the preparation and presentation of routine workplace information b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and relevant regulatory requirements when preparing and presenting routine workplace information as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Workplace information to be prepared and presented may include routine reports, documentation and forms that are required to be completed to instructions, or pro-formas as part of routine job requirements f. Reports/forms may be presented orally, in writing or via a computer g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personal protection equipment needed in the work area may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. email i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications j. Consultative processes may involve <ul style="list-style-type: none"> j.1. staff members j.2. management j.3. union representatives j.4. industrial relations, Occupational Health and Safety specialists j.5. other professional or technical staff

Range Of Variables (continued)

PRESENT ROUTINE WORKPLACE INFORMATION

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to workplace activities a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the transfer of cargo/freight a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

Evidence Guide

PRESENT ROUTINE WORKPLACE INFORMATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. prepare and complete routine work documents and/or forms a.3. present information in writing or orally as part of routine workplace activities using appropriate equipment/media a.4. provide customer/client service and work effectively with others a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to workplace activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for preparing and presenting routine workplace information d. Focus of operation of work systems, equipment, management and site operating systems for the preparation and presentation of routine workplace information e. Documents, forms, and oral presentations required as part of routine workplace activities f. Problems that may occur when preparing and presenting routine workplace information and appropriate action that can be taken to resolve the problems g. Ability to: <ul style="list-style-type: none"> g.1. identify, select and use relevant equipment, processes and procedures when preparing and presenting routine workplace information g.2. use presentation packages for slides, overhead projector, computer presentations g.3. read and interpret instructions and procedures relevant to the preparation and presentation of routine workplace information g.4. receive, acknowledge and send messages with available communications equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare and present workplace information, and/or a.2. prepare and present workplace information in an appropriate range of operational workplace situations

PRESENT ROUTINE WORKPLACE INFORMATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. preparing and completing routine work documents and/or forms a.3. presenting information in writing or orally as part of workplace activities a.4. providing customer/client service and working effectively with others a.5. conveying information in written and oral form a.6. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. workplace procedures and instructions for preparing and presenting routine workplace information both in writing and orally b.3. OHS policies and procedures b.4. obtaining assistance from other team members when required b.5. relevant guidelines relating to the safe use of equipment b.6. customer service and quality assurance procedures and policies b.7. environmental protection procedures <p>c. Action is taken promptly to report any difficulties when preparing and presenting workplace information in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to estimate and calculate mass and area and quantify dimensions of loads as part of work functions in the transport, stevedoring, warehousing, and/or storage sectors. This includes estimating loads to be transported or placed in storage, identifying mass, area and volume limitations of available transport/storage systems and carrying out calculations required to organise load(s) to match identified transport/storage limitations.

ELEMENT	PERFORMANCE CRITERIA
1. Estimate loads for transport or storage	<ul style="list-style-type: none"> a. Order forms/work orders are read and requirements are noted b. Shape, balance characteristics, dimensions and mass of the load(s) are identified c. Area/volume required for storage is estimated d. Weights and volumes are totalled to calculate load requirements of transport or storage system
2. Estimate load limits of transport and/or storage	<ul style="list-style-type: none"> a. Allowable load limits for storage and/or transport systems are identified in accordance with workplace procedures b. Capacity of transport and storage systems in terms of mass, area and volume are calculated
3. Organise load	<ul style="list-style-type: none"> a. Load(s) is restricted to allowable range(s) b. Load(s) is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems c. Appropriate workplace documentation is completed

Range Of Variables

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with workplace requirements and any relevant regulations related to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace tasks b. Work is performed under some supervision generally within a team environment c. Work involves the application of basic mathematical principles and operations to the estimation and/or calculation of mass and area and the quantification of dimensions as part of workplace activities in the transport, stevedoring, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Estimating/calculation tasks may include: <ul style="list-style-type: none"> e.1. estimating loads to be transported or placed in storage e.2. identifying mass, area and volume limitations of available transport/storage systems e.3. carrying out calculations required to organise load(s) to match identified transport/storage limitations e.4. calculations and estimations of weights and dimensions of cargo and containers to be shifted, stored or lifted f. Calculations may include mathematical operations of addition, subtraction, multiplication and division and may be carried out: <ul style="list-style-type: none"> f.1. manually f.2. with the aid of a calculator f.3. with the aid of a computer f.4. using appropriate tables and/or charts g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. suppliers, customers and clients g.3. relevant authorities and institutions g.4. management and union representatives g.5. industrial relations and OHS specialists g.6. other maintenance, professional or technical staff h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. RF systems h.8. oral, aural or signed communications

Range Of Variables (continued)

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. chemicals i.2. dangerous or hazardous substances i.3. movements of equipment, goods and materials j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. operations manuals, job specifications and induction documentation a.3. goods identification numbers and codes a.4. manifests, picking slips, merchandise transfers, stock requisitions and bar codes, goods and container identification/serial number a.5. Australian and international codes of practice and regulations relevant to workplace activities including mass and loading regulations a.6. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.7. manufacturer's specifications for equipment a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations relevant to workplace activities a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. estimate/calculate capacities of transport/storage facilities a.2. estimate/calculate load limits, weights and dimensions a.3. locate, interpret and apply relevant information a.4. size and weigh products/stock a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to workplace activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the estimation and/or calculation of mass, area and volumes of loads and transport/storage facilities including the quantification of dimensions d. Basic mathematical operations required when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities including addition, subtraction, multiplication and division e. Focus of operation of work systems, equipment, management and site operating systems for the transport and/or storage of goods and stock f. Problems that may occur when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities and appropriate action that can be taken to resolve the problems g. Documentation requirements for the workplace activities concerned h. Ability to identify, select and use relevant calculators/computing/office equipment when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to read and interpret instructions, procedures and labels relevant to the estimation and/or calculation of mass, area and volumes of loads and transport/storage facilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to estimate and/or calculate mass, area and volumes of loads and transport/storage facilities, and/or a.2. estimate and/or calculate mass, area and volumes of loads and transport/storage facilities in an appropriate range of operational situations

Evidence Guide (continued)

ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. estimating/calculating capacities of transport/storage facilities a.2. estimating/calculating load limits, weights and dimensions a.3. locating, interpreting and applying relevant information a.4. sizing and weighing products/stock a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form a.7. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances (where applicable) b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in estimating/calculating mass, area and volumes of loads and transport/storage facilities</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	3	3	2	2

TDTE397B PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

Field E Communication and Calculation

DESCRIPTION:

This unit involves the skills and knowledge required to participate effectively in basic workplace communication including communicating information about routine tasks, processes, events or skills, participating in group discussions to achieve appropriate work outcomes, and representing views of a group to others.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Communicate information about routine tasks, processes, events or skills</p>	<p>a. An appropriate form of communication is selected and used to meet the purpose required</p> <p>b. Effective listening skills are demonstrated</p> <p>c. Questions are used to gain additional information and to clarify understanding</p> <p>d. Sources of information relevant to the communication are identified</p> <p>e. Information is selected and sequenced correctly</p> <p>f. Verbal and written reporting is undertaken where required</p> <p>g. Communication is undertaken in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups</p>
<p>2. Participate in group discussions to achieve appropriate work outcomes</p>	<p>a. Responses are sought and provided to others in the group</p> <p>b. Constructive contributions are made in terms of the process involved</p> <p>c. Goals or outcomes are communicated and/or recorded</p>
<p>3. Represent views of the group to others</p>	<p>a. Views and opinions of others are interpreted, understood and accurately reflected</p>

Range Of Variables

PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Communication is carried out as an integral part of routine work in the context of the workplace concerned b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications
2. Worksite environment	<ul style="list-style-type: none"> a. Communication will be that involved in basic routine work functions and may occur by day or night and in a variety of work contexts b. Communication modes may include: <ul style="list-style-type: none"> b.1. active listening b.2. group interaction b.3. questioning to obtain information and/or clarify information and understanding b.4. routine oral reporting b.5. routine written reporting b.6. participation in routine meetings in the workplace b.7. basic recording of discussions c. Communications may involve: <ul style="list-style-type: none"> c.1. English-speaking persons c.2. multilingual staff c.3. persons with limited ability to communicate in English d. Communication problems may include: <ul style="list-style-type: none"> d.1. misunderstanding d.2. limited ability of others to communicate in English d.3. noisy environments or communication channels d.4. illegible writing or print d.5. use of non-standard vocabulary d.6. incorrect assumption that message has been received and/or correctly understood e. Personnel in work area may include: <ul style="list-style-type: none"> e.1. managers e.2. supervisors/team leaders e.3. workplace personnel e.4. visitors e.5. contractors e.6. official representatives f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

VARIABLE	SCOPE
2. Worksite environment (continued)	g. Communication may involve the basic use of a range of communication technology including: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange g.3. fax g.4. e-mail g.5. Internet g.6. radio
3. Sources of information/documents	a. Information/documentation may include: <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OH&S legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate information about routine tasks, processes, events or skills a.2. locate, interpret and apply relevant information a.3. communicate effectively when providing customer/client service and when working with others a.4. convey information in written and oral form a.5. maintain basic workplace records a.6. use workplace colloquial and technical language and communication technologies in the workplace context a.7. participate in group discussions to achieve appropriate work outcomes a.8. represent views of the group to others a.9. read and interpret signs and symbols relevant to workplace functions a.10. identify basic communication problems and take appropriate action
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OHS responsibilities c. Basic communication techniques including barriers to effective communication and how to overcome them d. Basic principles of effective communication e. Protocols and procedures for communicating with others using relevant workplace technology f. Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English g. Typical communication problems and appropriate action and solutions
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to participate in basic workplace communication, and/or a.2. participate in basic workplace communication in an appropriate range of operational situations

PARTICIPATE IN BASIC WORKPLACE COMMUNICATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. communicating information about routine tasks, processes, events or skills a.2. locating, interpreting and applying relevant basic workplace information a.3. communicating effectively when providing customer/client service and when working with others a.4. conveying information in written and oral form a.5. maintaining basic workplace records a.6. participating in group discussions and meetings a.7. reading and interpreting signs and symbols relevant to workplace functions a.8. identifying basic communication problems and taking appropriate action <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines related to the use of equipment b.5. meeting procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

TDTE497B PREPARE WORKPLACE DOCUMENTS

Field E Communication and Calculation

DESCRIPTION:

This unit involves the skills and knowledge required to prepare workplace documents and forms in accordance with workplace requirements and any applicable regulations/codes including planning and preparing a simple workplace document such as a letter or report, and gathering relevant information enabling the completion of a workplace form.

ELEMENT	PERFORMANCE CRITERIA
1. Plan workplace document	<ul style="list-style-type: none">a. Purpose and audience for the document are identifiedb. Appropriate format for the document is established to meet workplace requirementsc. Relevant information is identified and selected for inclusion in the document
2. Prepare workplace document	<ul style="list-style-type: none">a. A draft of the document is prepared in accordance with workplace procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s)b. Document is edited and presented in a final version appropriate to the task
3. Complete workplace forms	<ul style="list-style-type: none">a. Work related form(s) is interpreted to identify information required for its completionb. Required information for completion of form is gathered from relevant sources in accordance with workplace proceduresc. Form(s) is completed in accordance with workplace policy and procedures and any applicable regulations and codes

Range Of Variables

PREPARE WORKPLACE DOCUMENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the workplace requirements concerning the preparation of workplace documents/forms b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and the basic principles of report writing to the preparation of workplace documents/forms as part of work activities in the transport, stevedoring, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Documents and forms may include routine written reports on workplace activities, incidents, meeting outcomes, etc. It may also include the gathering of relevant information and the subsequent completion of the various forms and records falling within the occupational responsibility of the person concerned. f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. written, oral, aural or signed communications f.2. phone f.3. electronic data interchange (EDI) f.4. fax f.5. e-mail f.6. Internet f.7. radio g. Hazards in the work area may include: <ul style="list-style-type: none"> g.1. exposure to chemicals g.2. exposure to dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. suppliers, customers and clients h.3. relevant authorities and institutions h.4. management and union representatives h.5. industrial relations and OHS specialists h.6. other maintenance, professional or technical staff i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures

Range Of Variables (continued)

PREPARE WORKPLACE DOCUMENTS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, picking slips, merchandise transfers, stock requisitions and bar codes a.3. Australian and international codes of practice and regulations relevant to workplace activities a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. codes and regulations relevant to workplace documents/forms being prepared a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations

PREPARE WORKPLACE DOCUMENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. plan document in accordance with guidelines/pro formas a.3. prepare and check document using appropriate technology a.4. complete forms to meet regulatory and workplace requirements a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the documents and/or forms being prepared b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the completion of documents/forms d. Focus of operation of relevant work systems, equipment, management and site operating procedures e. Problems that may occur when preparing and completing workplace documents and forms and appropriate action that can be taken to resolve the problems f. Equipment and materials required for the completion of documents and forms and instructions and precautions for their use g. Conventions for sentence construction, grammar, spelling, style and punctuation h. Format and layout of various documents and forms used in workplace activities i. Ability to read, write and comprehend simple statements in English j. Ability to select and use relevant communications/computing/office equipment when completing documents and forms k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and interpret instructions, procedures and labels relevant to the import/export of cargo/freight
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare and complete workplace documents and forms, and/or a.2. prepare and complete workplace documents and forms in an appropriate range of operational contexts

PREPARE WORKPLACE DOCUMENTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. planning document in accordance with guidelines/pro formas a.3. preparing and checking documents using appropriate technology a.4. completing forms to meet regulatory and workplace requirements a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to workplace activities b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods, explosives and hazardous substances (where relevant) b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any potential difficulties in the preparation of workplace documents and forms in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations, preparing basic estimates of mass, size and volume, and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and electronic processes. It specifically includes the skills and knowledge needed to estimate/calculate manual load shifting requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Carry out calculations	<ul style="list-style-type: none"> a. Items are counted singly and in batches and sorted numerically, as required in workplace tasks b. Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division c. Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace tasks d. The functions of a calculator, numeric keypad or computer are used to perform workplace tasks e. Numerical information is self-checked and corrected for accuracy
2. Prepare estimates	<ul style="list-style-type: none"> a. Quantities of materials and resources required to complete a work task are estimated b. The time needed to complete a work activity is estimated c. Accurate estimates for work completion are made
3. Interpret graphical representations of mathematical information	<ul style="list-style-type: none"> a. Information represented in symbols, diagrams and pictorial representations is recognised, interpreted and acted upon in workplace tasks

Range Of Variables

CARRY OUT BASIC WORKPLACE CALCULATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Calculations are carried out as an integral part of routine work in the context of the workplace concerned b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established mathematical principles and techniques in day-to-day work activities
2. Worksite environment	<ul style="list-style-type: none"> a. Calculations will be those involved in basic routine work functions and may occur by day or night and in a variety of work contexts b. Calculations may involve: <ul style="list-style-type: none"> b.1. money b.2. volume b.3. weight b.4. time b.5. length and distance b.6. area b.7. perimeter c. Mathematical operations may include: <ul style="list-style-type: none"> c.1. multiplication c.2. division c.3. addition c.4. subtraction c.5. percentages c.6. fractions d. Consultative processes may include: <ul style="list-style-type: none"> d.1. staff members d.2. management d.3. union representatives d.4. industrial relations, Occupational Health and Safety specialists d.5. other professional or technical staff e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures f. Calculations may involve the basic use of a range of technology including: <ul style="list-style-type: none"> f.1. manual techniques f.2. calculator f.3. computer

Range Of Variables (continued)

CARRY OUT BASIC WORKPLACE CALCULATIONS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OHS legislation

CARRY OUT BASIC WORKPLACE CALCULATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate mathematical processes for workplace tasks a.2. select and use appropriate electronic and mechanical aids including calculators and computers a.3. carry out calculations a.4. prepare estimates a.5. interpret graphical representations of mathematical information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OHS responsibilities c. Basic mathematical operations and techniques d. Ways of representing basic mathematical information e. Procedures for identifying and using relevant workplace technology when carrying out workplace calculations f. Typical mathematical problems and appropriate action and solutions g. Ability to carry out the four basic mathematical operations
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out basic workplace calculations, and/or a.2. carry out basic workplace calculations in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. selecting appropriate mathematical processes for workplace tasks a.2. selecting and using appropriate electronic and mechanical aids including calculators and computers a.3. carrying out calculations a.4. preparing estimates a.5. interpreting graphical representations of mathematical information b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of computers and calculators c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

CARRY OUT BASIC WORKPLACE CALCULATIONS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	2	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to collect, analyse and present workplace data and information including identifying required information, analysing and preparing information for use, explaining information, and presenting workplace information to others.

ELEMENT	PERFORMANCE CRITERIA
1. Identify required information	<ul style="list-style-type: none"> a. Purpose of the information/data collection is identified b. Sources of information are established c. Appropriate information is collected
2. Prepare information for use	<ul style="list-style-type: none"> a. Information is collated and analysed in accordance with workplace procedures b. Processed information is organised and presented in a logical manner c. Checks for accuracy are made
3. Explain information	<ul style="list-style-type: none"> a. Data collection and analysis is explained to others in a way that effectively contributes to the workplace operations b. Outcomes of data/information analysis are presented to others using appropriate presentation modes and resources c. Questions are answered and appropriate clarifications are given
4. Present workplace information	<ul style="list-style-type: none"> a. Processed information is forwarded to appropriate personnel in accordance with workplace procedures b. Processed information is collated and stored in accordance with workplace procedures

Range Of Variables

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Data collection, analysis and presentation is carried out as an integral part of operations in the context of the workplace concerned b. Work is performed under general or limited supervision, generally within a team environment c. Work involves the application of established principles and practice to the collection, analysis and presentation of information and data as part of workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. Data collection, analysis and presentation will be that required for workplace operations and may occur by day or night and in a variety of work contexts b. Customers may be internal or external c. Presentation modes may include: <ul style="list-style-type: none"> c.1. written documentation c.2. oral reports c.3. group presentations using appropriate technology c.4. completion of standard forms and checklists c.5. routine written reporting c.6. entry of collected/processed information into a computer c.7. participation in workplace discussions d. Presentations/communications may involve: <ul style="list-style-type: none"> d.1. English-speaking persons d.2. multilingual staff d.3. persons with limited ability to communicate in English e. Presentation/communication problems may include: <ul style="list-style-type: none"> e.1. misunderstanding e.2. limited ability of others to communicate in English e.3. noisy environments or communications channels e.4. illegible writing or print e.5. use of non-standard vocabulary e.6. incorrect assumption that information has been received and/or correctly understood f. Depending on workplace context, consultative processes may involve <ul style="list-style-type: none"> f.1. managers f.2. supervisors/team leaders f.3. workplace personnel f.4. clients f.5. private and/or public sector security personnel f.6. police f.7. security consultants f.8. visitors f.9. contractors f.10. official representatives f.11. union representatives f.12. industrial relations f.13. OHS specialists f.14. other professional or technical staff

Range Of Variables (continued)

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures <p>h. Presentation/communication may involve the use of a range of technology, including:</p> <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. overhead or computer controlled projector h.8. plain or electronic white board h.9. flip charts h.10. microphone and amplifier h.11. video player and monitor
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. operations manuals a.3. induction documentation a.4. competency standards and training materials a.5. job specifications a.6. manufacturer's specifications a.7. HAZCHEM and dangerous/hazardous goods codes a.8. goods identification numbers and codes a.9. manifests, bar codes, goods and container identification a.10. manufacturer's specifications a.11. workplace policies a.12. supplier and/or client instructions a.13. material safety data sheets a.14. relevant codes of practice including the national standards for manual handling and the industry safety code a.15. legislation, regulations and related documentation a.16. award, enterprise bargaining agreement, other industrial arrangements a.17. standards and certification requirements a.18. quality assurance procedures a.19. emergency procedures

Range Of Variables (continued)

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codesa.2. dangerous goods and freight regulations and codesa.3. relevant Australian and State/Territory standards and certification requirementsa.4. relevant Australian and State/Territory OH&S legislationa.5. equal employment legislation and related policiesa.6. environmental protection regulations

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, sort, collate and interpret required information a.2. identify and select appropriate analysis and presentation processes a.3. analyse and prepare information for use a.4. explain processed information a.5. present and communicate workplace information effectively in written and verbal modes a.6. identify presentation/communication problems and take appropriate action a.7. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OH&S responsibilities c. Sources of information and data and procedures for processing the information for workplace use e. Protocols and procedures for the collection, analysis and presentation of workplace information and data using relevant technology f. Presentation/communication techniques including barriers to effective communication and how to overcome them d. Basic principles of effective presentation and communication of information f. Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English g. Typical presentation/communication problems and appropriate action and solutions h. Ability to plan own work including predicting consequences and identifying improvements i. Ability to identify and use required communication/presentation technology
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to collect, analyse and present workplace information and data, and/or a.2. collect, analyse and present workplace information and data in an appropriate range of operational situations

COLLECT, ANALYSE AND PRESENT WORKPLACE DATA AND INFORMATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, sorting, collating and interpreting required information a.2. identifying and selecting appropriate analysis and presentation processes a.3. analysing and preparing information for use a.4. explaining processed information a.5. presenting and communicating workplace information effectively in written and verbal modes a.6. identifying presentation/communication problems and taking appropriate action a.7. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. relevant guidelines relating to the use of equipment b.5. quality assurance procedures (where existing) b.6. meeting procedures b.7. environmental protection procedures <p>c. Action is taken promptly to report any operational problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	3	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to use communication systems including operating a communication system effectively, using appropriate communication protocols when using a system, communicating with a base, and identifying faulty operation of communications equipment and taking appropriate action.

ELEMENT	PERFORMANCE CRITERIA
1. Identify system features	<ul style="list-style-type: none"> a. System features and control functions are identified b. Where relevant, battery and signal levels are monitored c. Mobile equipment is set up to optimise communication d. Where relevant, channels are selected appropriate to the communication
1. Communicate using communications technology	<ul style="list-style-type: none"> a. System checks are carried out to confirm communication system is operational in accordance with manufacturer's instructions and workplace procedures b. Communication system is operated safely in accordance with manufacturer's instructions, workplace procedures and (any) regulatory requirements c. Telephone and radio security is maintained in accordance with workplace procedures d. Where relevant, channel selection is appropriate for the location and type of communication e. Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users f. Incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements g. Appropriate protocols and procedures are followed when using communications systems during emergencies h. Received messages are interpreted and recorded, where required, in accordance with workplace procedures i. Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes
3. Maintain communication equipment operational status	<ul style="list-style-type: none"> a. Equipment is checked and maintained in working order in accordance with workplace procedures b. Minor faults in the communications systems are promptly identified, diagnosed, and repaired or reported in accordance with workplace procedures
4. Complete documentation	<ul style="list-style-type: none"> a. Appropriate records of communications are maintained in accordance with workplace procedures

Range Of Variables

USE COMMUNICATION SYSTEMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is carried out in accordance with relevant regulations and workplace procedures b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications
2. Worksite environment	<ul style="list-style-type: none"> a. Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including: <ul style="list-style-type: none"> a.1. in confined spaces, exposed conditions and controlled or open environments a.2. in a workplace, terminal, warehouse or depot a.3. in a vehicle a.4. on a vessel a.5. on a train a.6. on a worksite a.7. at a client's workplace b. Communication equipment may include but is not limited to: <ul style="list-style-type: none"> b.1. fixed phone systems b.2. mobile phone, both on person or hands-free b.3. radios including personal, hand-held or vehicle-mounted, CB, UHF, VHF, SSB, marine c. Worksite communication may include: <ul style="list-style-type: none"> c.1. active listening c.2. two-way conversation c.3. questioning to obtain information and/or clarify information and understanding c.4. routine oral reporting d. Communications may involve: <ul style="list-style-type: none"> d.1. English-speaking persons d.2. multilingual staff d.3. persons with limited ability to communicate in English e. Communication problems may include: <ul style="list-style-type: none"> e.1. misunderstanding e.2. limited ability of others to communicate in English e.3. noisy environments or communications channels e.4. illegible writing or print e.5. use of non-standard vocabulary e.6. incorrect assumption that message has been received and/or correctly understood e.7. not following correct communication protocols and procedures

Range Of Variables (continued)

USE COMMUNICATION SYSTEMS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Communication may be with:</p> <ul style="list-style-type: none"> f.1. base personnel f.2. other drivers and workplace personnel f.3. managers f.4. supervisors/team leaders f.5. suppliers and clients f.6. private and/or public sector security personnel f.7. police and other emergency services personnel f.8. security consultants f.9. other professional or technical staff f.10. local government authorities <p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
3. Sources of information/documents	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace communication procedures, protocols, checklists and instructions a.2. manufacturer's specifications for communications equipment a.3. goods identification numbers and codes a.4. manifests, bar codes, goods and container identification a.5. communication records a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OH&S legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

USE COMMUNICATION SYSTEMS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify equipment features a.2. operate a communication system effectively a.3. communicate effectively using communication systems a.4. maintain communication equipment operational status a.5. use a communication system during emergencies a.6. identify faults in communications equipment a.7. identify communication problems and take appropriate action a.8. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OH&S responsibilities c. Protocols and procedures for communicating with others using relevant communication technology d. Procedures and protocols for the use of communication systems during an emergency d. Features of various communications systems e. Basic communication techniques including barriers to effective communication and how to overcome them f. Basic principles of effective communication g. Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English h. Pre-operational checks for communications systems and equipment i. Minor routine maintenance procedures for communications equipment j. Typical problems that may occur when using communications systems and appropriate action and solutions k. Ability to plan own work including predicting consequences and identifying improvements l. Ability to identify and use required communication technology m. Ability to effectively communicate during both transmission and receipt of information
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to use communication systems, and/or a.2. use communication systems in an appropriate range of operational situations

USE COMMUNICATION SYSTEMS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying equipment features a.2. operating a communication system a.3. communicating using relevant technology a.4. maintaining communication equipment operational status a.5. using communications systems during emergencies a.6. identifying faults in communications equipment a.7. identifying problems with communication systems and taking appropriate action a.8. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of communications equipment b.5. environmental protection procedures <p>c. Action is taken promptly to report any incidents or problems with communications systems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	2	3

DESCRIPTION:

This unit involves the skills and knowledge required to process workplace documentation including planning the documentation to fulfil the identified purpose and completing the documentation in accordance with requirements. Documentation may include forms, logs, diaries and basic hand-written or typed reports. It may also include entry of information into computer-based documents and forms.

ELEMENT	PERFORMANCE CRITERIA
1. Plan documentation	a. Purpose of workplace documentation is identified and confirmed b. Information for completion of the workplace documentation is collected, interpreted, analysed and organised as required
2. Complete documentation	a. Required documentation is prepared, or forms completed, in accordance with workplace policies and procedures b. Information is entered into computer-based documents, where required c. Logs or diaries are maintained accurately and in a timely manner in accordance with workplace requirements.

Range Of Variables

PROCESS WORKPLACE DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Processing of workplace documentation is carried out as an integral part of work operations in the context of the workplace concerned b. Work may be performed in team and autonomous working situations c. Work involves the application of established procedures in the completion of workplace documentation in the course of day-to-day operations
2. Worksite environment	<ul style="list-style-type: none"> a. Processing of workplace documentation will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including: <ul style="list-style-type: none"> a.1. in confined spaces, exposed conditions and controlled or open environments a.2. in a workplace, warehouse or depot a.3. in a vehicle on the road a.4. at a client's workplace b. Types of documentation may include: <ul style="list-style-type: none"> b.1. workplace and on-road transport memos b.2. letters b.3. diaries b.4. logs b.5. checklists b.6. maintenance schedules b.7. workplace forms and standard documents c. Documentation and reporting systems will be as defined within workplace procedures d. Documentation may be received from or sent to: <ul style="list-style-type: none"> d.1. managers d.2. supervisors/team leaders d.3. other workplace personnel d.4. clients d.5. contractors d.6. union representatives d.7. official representatives e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures f. Documentation may include: <ul style="list-style-type: none"> f.1. hard copy f.2. computer-based documents and forms f.3. faxes f.4. e-mail

Range Of Variables (continued)

PROCESS WORKPLACE DOCUMENTATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, forms, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace documentation policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OHS legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

PROCESS WORKPLACE DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and collect information required to process workplace documentation a.2. complete workplace documentation in accordance with workplace procedures a.3. maintain workplace records a.4. identify problems in processing of workplace documentation and take appropriate action
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OH&S responsibilities c. Protocols and procedures for processing workplace documentation using relevant workplace technology d. Requirements for workplace documentation, forms, logs or diaries e. Sources of information for the completion of workplace documentation, forms, logs or diaries f. Purpose of workplace documentation, forms, logs or diaries g. Typical problems in processing of workplace documentation and appropriate action and solutions h. Ability to collect, interpret, analyse and organise information needed to complete workplace documentation, forms, logs or diaries i. Ability to write and/or enter information into computer based documentation systems
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to process workplace documentation, and/or a.2. process workplace documentation in an appropriate range of operational situations

PROCESS WORKPLACE DOCUMENTATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and collecting information required to process workplace documentation</p> <p>a.2. completing workplace documentation in accordance with workplace procedures</p> <p>a.3. maintaining workplace records</p> <p>a.4. identifying problems in processing of workplace documentation and taking appropriate action</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant regulations and codes</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the processing of documentation</p> <p>b.4. relevant guidelines relating to the use of equipment</p> <p>b.5. environmental protection procedures</p> <p>c. Action is taken promptly to report any problems in the processing of documentation in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to consolidate manifest documentation including the identification of the documentation required and the processing of the information in accordance with workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Identify required documentation	<ul style="list-style-type: none"> a. Relevant documentation is collated and checked to ensure all appropriate information has been entered b. Omissions/discrepancies are noted and reported in accordance with workplace procedures c. Identification codes, manifest codes, details of dangerous goods declarations and pertinent data are entered into record system in accordance with workplace procedures and, where required, statutory requirements d. Relevant clearances for the movement of goods/freight are checked and, where appropriate, actions to rectify deficiencies are followed in accordance with workplace procedures
2. Process documentation	<ul style="list-style-type: none"> a. Files/system are amended including the appending of all relevant data/information b. Tracking/monitoring processes are completed and documentation is forwarded in accordance with workplace procedures and, where required, statutory requirements

Range Of Variables

CONSOLIDATE MANIFEST DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to efficiently and effectively consolidate manifest documentation
2. Worksite environment	<ul style="list-style-type: none"> a. Consolidation of manifest documentation may be undertaken in the bulk handling, dangerous goods and freight forwarding sectors of the transport and distribution industry b. Requirements for work may include: <ul style="list-style-type: none"> b.1. freight forwarding protocols and procedures b.2. communications equipment b.3. workplace operations b.4. authorities and permits b.5. hours of operation b.6. relevant regulations c. Documentation may include: <ul style="list-style-type: none"> c.1. type, capacity and compatibility of cargo c.2. weigh bridge tickets c.3. loading dockets c.4. orders c.5. invoices d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. other employees and supervisors d.2. agents, suppliers, clients d.3. relevant authorities and institutions d.4. management d.5. OHS specialists d.6. other professional or technical staff e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures

Range of Variables (continued)

CONSOLIDATE MANIFEST DOCUMENTATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. competency standards and training materials a.3. manufacturer's/client specifications, instructions a.4. workplace operating procedures and policies a.5. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.6. supplier and/or client instructions a.7. relevant Australian standards, criteria and certification requirements a.8. communications technology equipment, oral, aural or signed communications a.9. quality assurance procedures a.10. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. regulations relevant to the transport of freight a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. Australian and international standards and certification requirements a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory fatigue management regulations a.6. relevant State/Territory environmental protection legislation

CONSOLIDATE MANIFEST DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify required documentation for manifest consolidation a.2. select appropriate equipment and work systems a.3. communicate effectively in writing and respond to telephone and verbal inquiries a.4. process documentation for manifest consolidation a.5. maintain workplace and regulatory records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes of practice and legislative requirements including ADG Code and relevant freight regulations b. Relevant OHS and environmental procedures and regulations c. Workplace procedures to be followed in the consolidation of manifests d. Operational procedures for document control e. Sources of information/documentation needed when consolidating manifests f. Customer service policies and procedures g. Ability to apply relevant agreements, codes of practice or other legislative requirements h. Ability to read and interpret instructions, procedures and labels relevant to the consolidation of manifests i. Ability to prioritise work and coordinate self in relation to activities j. Ability to plan own work including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to consolidate manifest documentation, and/or a.2. consolidate manifest documentation in an appropriate range of operational transport and distribution contexts

CONSOLIDATE MANIFEST DOCUMENTATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying required documentation for manifest consolidation a.2. selecting appropriate equipment and work systems a.3. communicating effectively in writing and responding to telephone and verbal inquiries a.4. processing documentation for manifest consolidation a.5. maintaining workplace and regulatory records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including ADG Code and relevant freight regulations b.2. OHS policies and procedures b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified manifest consolidation problems in accordance with relevant regulations and company procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace-simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply statistical data in the workplace including identifying situations where statistics are used in the workplace, collecting numerical data, processing and presenting data, and interpreting trends and patterns from numerical data.

ELEMENT	PERFORMANCE CRITERIA
1. Identify situations where statistics are used in the workplace	<ul style="list-style-type: none"> a. Types of statistical representations of data are identified b. Users of statistical data in the workplace are identified c. Statistical data representations are matched for appropriate workplace applications
2. Collect numerical data	<ul style="list-style-type: none"> a. Purpose of data collection is identified b. Sources of information are established c. Data collection methods are used d. Mathematical processes are used to arrange data e. Data collected is checked for accuracy f. Potential for inaccurate results arising from variables is estimated and described
3. Process and present data	<ul style="list-style-type: none"> a. Data collected is represented in graphs, tables, averages and percentages as required b. Spreadsheets and flowcharts are used to present data
4. Interpret trends and patterns from numerical data	<ul style="list-style-type: none"> a. Non-conforming results outside of the predicted outcome are noted and reasons identified b. Trends or patterns in data are noted c. Possible reasons for trends or patterns are generated d. Potential solutions are identified e. Appropriate techniques are used to encourage participation of team/group members to interpret and use statistical data
5. Apply outcomes of statistical analysis to workplace operations	<ul style="list-style-type: none"> a. Interpreted data is used to identify possible improvements in work processes and organisation b. Appropriate action is initiated to implement identified strategies for the improvement of processes or work organisation in accordance with workplace procedures c. Improvements are statistically monitored and evaluated in accordance with workplace procedures

Range Of Variables

APPLY WORKPLACE STATISTICS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. The application of workplace statistics is carried out as an integral part of work operations in the context of the workplace concerned. b. Work is performed under general guidance on progress and outcomes of work. c. Work involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established statistical principles and procedures to specified workplace operations. d. A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it. e. The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site location a.2. large, medium and/or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Customer and supplier contact and coordination is a requirement of these operations d. The key requirement of this unit is to interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel e. Workplace applications of statistical data representations may include (examples only): <ul style="list-style-type: none"> e.1. monitoring work flow e.2. inventory and stock levels e.3. customer surveys e.4. supplier and market analysis e.5. fleet control f. Statistics may be generated from <ul style="list-style-type: none"> f.1. raw data f.2. machine generated information f.3. complex, dedicated computerised facilities g. Personnel in work area may include: <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. customers and suppliers g.3. external authorities and agencies g.4. management and union representatives g.5. industrial relations, Occupational Health and Safety specialists g.6. other professional or technical staff, contractors and maintenance personnel

Range Of Variables (continued)

APPLY WORKPLACE STATISTICS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
3. Sources of information/documents	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, policies and instructions a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.3. relevant agreements, codes of practice including the national standards for manual handling and the industry safety code a.4. legislation, regulations and related documentation a.5. reports of accidents and incidents within regulatory requirements and enterprise procedures a.6. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.7. quality assurance procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations

APPLY WORKPLACE STATISTICS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify situations where statistics are used in the workplace a.2. collect, process and present statistical data a.3. interpret trends and patterns from numerical data a.4. interpret the information represented in statistical data in relation to operational effectiveness of the section or organisation a.5. suggest improvements to statistical reporting methods and approaches a.6. apply techniques to encourage appropriate participation of team/group members to interpret and use statistical data a.7. identify requirements of tasks and organise planning, job completion and evaluation stages a.8. locate, interpret and apply relevant statistical information and relate it to other quantitative and qualitative data
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant procedures and duty of care requirements b. Relevant OHS responsibilities c. Workplace protocols and procedures for applying workplace statistics within work activities d. Focus of operation of recording, reporting and statistical analysis systems and resources e. Resource availability including the processing capacity of equipment and software systems for statistical analysis of data f. Coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis g. Workplace business policies and plans including procedures for reporting performance h. Ability to select and appropriately apply technology, information systems and procedures to workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply workplace statistics to relevant workplace operations, and/or a.2. apply workplace statistics to relevant workplace operations in an appropriate range of operational contexts

APPLY WORKPLACE STATISTICS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying situations where statistics are used in the workplace a.2. collecting, processing and presenting statistical data a.3. interpreting trends and patterns from numerical data a.4. interpreting the information represented in statistical data in relation to operational effectiveness of the section or organisation a.5. suggesting improvements to statistical reporting methods and approaches a.6. applying techniques to encourage appropriate participation of team/group members to interpret and use statistical data a.7. identifying requirements of tasks and organising planning, job completion and evaluation stages a.8. locating, interpreting and applying relevant statistical information and relating it to other quantitative and qualitative data <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of equipment b.5. meeting procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

TDTE1801A MAINTAIN FREIGHT RECORDS

Field E Communication and Calculation

DESCRIPTION:

This unit involves the skills and knowledge required to maintain freight records in accordance with workplace requirements including the recording of all freight receipts and freight despatch documentation in accordance with workplace procedures and relevant regulatory requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Record freight receipt	<ul style="list-style-type: none">a. Freight is identified and consignment/cartnote details are confirmedb. Documentation is appropriately actioned, following workplace procedures and legislative requirementsc. Dangerous goods are identified and appropriate documentation prepared and attached, following workplace procedures and legislative requirementsd. Freight information is recorded on workplace freight tracking systeme. Freight is directed for loading or storage as indicated by documentation
2. Record freight despatch	<ul style="list-style-type: none">a. Documentation for freight despatch is checked, verified and forwarded in accordance with workplace proceduresb. Loads not cleared due to incorrect documentation are appropriately processed, according to workplace procedures

Range Of Variables

MAINTAIN FREIGHT RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of freight records b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the maintenance of freight records as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Freight includes all forms of freight. Some freight may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances. f. Freight documentation may include a range of data provided on paper and in electronic form relating to freight movement, including: <ul style="list-style-type: none"> f.1. cartnotes f.2. delivery noted f.3. internal documentation used for freight tracking f.4. special clearances f.5. consignment notes f.6. dangerous goods certificates and declarations f.7. authorised weighbridge certificates f.8. list of contents g. Freight tracking system includes manual and computer-based tracking systems h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. exposure to chemicals h.2. exposure to dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff

Range Of Variables (continued)

MAINTAIN FREIGHT RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.3. internal documentation used for freight tracking a.4. codes of practice and regulations relevant to the receiving of goods a.5. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. workplace procedures and policies a.9. supplier and/or client instructions a.10. dangerous goods declarations and material safety data sheets (where applicable) a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

MAINTAIN FREIGHT RECORDS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the maintenance of freight recordsa.2. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. privacy legislationa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

MAINTAIN FREIGHT RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. read and interpret freight documentation a.2. enter freight information correctly a.3. follow company procedures for assessing clearing freight a.4. follow workplace procedures for dealing with freight without documentation a.5. identify and handle dangerous goods appropriately a.6. use the workplace's freight tracking system a.7. locate, interpret and apply relevant information a.8. convey information in written and oral form a.9. maintain workplace records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the maintenance of freight records, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the international codes and regulations relevant to the maintenance of freight records d. Focus of operation of work systems, equipment, management and site operating systems for the maintenance of freight records e. Problems that may occur when maintaining freight records and appropriate action that can be taken to resolve the problems f. Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances g. Documentation requirements for the maintenance of freight records including workplace freight tracking system h. Housekeeping standards procedures required in the workplace i. Freight transport timetables, yard/terminal facilities, and site layout j. Ability to: <ul style="list-style-type: none"> j.1. select and use relevant computer/communication/office equipment when maintaining freight records j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. solve problems that arise when maintaining freight records j.4. read and interpret instructions, procedures and information relevant to the maintenance of freight records j.5. communicate effectively with others j.6. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

MAINTAIN FREIGHT RECORDS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain freight records, and/ora.2. maintain freight records in accordance with relevant regulatory requirements in an appropriate range of operational situations
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. reading and interpreting freight documentationa.2. entering freight information correctlya.3. following workplace procedures for assessing clearing freighta.4. following workplace procedures for dealing with freight without documentationa.5. identifying and handling dangerous goods appropriatelya.6. using the workplace's freight tracking systema.7. locating, interpreting and applying relevant informationa.8. conveying information in written and oral forma.9. maintaining workplace recordsb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to freight recordsb.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substancesb.3. OHS regulations and hazard prevention policies and proceduresb.4. workplace procedures and work instructions concerning the maintenance of freight records (including housekeeping and security procedures)b.5. manufacturer's instructions for the use of equipmentb.6. procedures for the use of personal protection equipmentb.7. obtaining assistance from other team members when requiredb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the maintenance of freight records in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

MAINTAIN FREIGHT RECORDS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	1	1	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to follow and apply OHS procedures when carrying out work activities, including identifying and following workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing occupational health and safety records.

This unit covers National Occupational Health and Safety Commission Generic Competency A.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Follow workplace procedures for hazard identification and risk control</p>	<ul style="list-style-type: none"> a. Workplace procedures for dealing with accidents, fire and emergencies are known and followed b. Workplace procedures for OHS and related work instructions for controlling risks in a workplace are accurately followed c. Hazards in the workplace are identified and appropriate action is taken to report them and to minimise or eliminate risk to personnel, workplace and the environment d. Safety regulations and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work activities e. Where relevant, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed f. Personal protection clothing and equipment is correctly used in accordance with established safety practices and procedures g. Established emergency and contingency plans are followed in the event of an emergency
<p>2. Contribute to arrangements for the management of occupational health and safety</p>	<ul style="list-style-type: none"> a. OHS issues and identified safety hazards are raised with designated personnel in accordance with workplace procedures and relevant OHS legislation b. Contributions to OHS management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation c. OHS issues are raised with designated personnel in accordance with workplace procedures and relevant OHS legislation d. Participative arrangements for OHS management in the workplace are contributed to within workplace procedures and scope of responsibilities and competencies
<p>3. Complete occupational health and safety records</p>	<ul style="list-style-type: none"> a. OHS records for self are completed in accordance with workplace requirements b. OHS records and legal requirements for the maintenance of records of occupational injury and diseases are followed

Range Of Variables

FOLLOW OHS PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant OHS regulations and procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the established OHS and hazard minimisation principles and procedures to the conduct of workplace activities
2. Worksite environment	<ul style="list-style-type: none"> a. The shifting operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Workplace hazards may include: <ul style="list-style-type: none"> e.1. chemicals and other harmful substances e.2. movements of equipment, goods, vehicles e.3. toxic substances e.4. damaged packing material and containers e.5. broken and damaged equipment e.6. inflammable materials and fire hazards e.7. lifting practices e.8. waste management and disposal e.9. extremes in weather conditions e.10. lighting levels e.11. floor surfaces e.12. water hazards e.13. traffic flows, vehicle and equipment operation e.14. a range of storage areas f. Personnel in the work area may include: <ul style="list-style-type: none"> f.1. workplace personnel f.2. site visitors f.3. OHS specialists f.4. union representatives f.5. contractors f.6. official representatives g. Participative arrangements may include: <ul style="list-style-type: none"> g.1. formal and informal meetings which deal with OHS issues g.2. workplace OHS committees g.3. other committees, for example, consultative, planning and purchasing g.4. OHS representatives g.5. suggestions, requests, reports and concerns put forward by staff

Range Of Variables (continued)

FOLLOW OHS PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Communication in the work area may include:</p> <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange h.3. fax h.4. e-mail h.5. Internet h.6. radio <p>i. Designated personnel may include:</p> <ul style="list-style-type: none"> i.1. workplace personnel i.2. supervisors i.3. team leaders i.4. management i.5. occupational health and safety personnel i.6. other persons authorised or nominated by the organisation <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. OHS regulations a.2. workplace OHS procedures and policies a.3. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.4. ADG Code and material safety data sheets (where relevant) a.5. policies and procedures for entry and work in confined spaces a.6. manufacturer's instructions concerning the use and servicing of equipment a.7. supplier and/or client instructions a.8. emergency procedures a.9. regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues a.10. goods identification numbers and codes a.11. manifests, bar codes, goods and container identification a.12. relevant legislation, regulations and related documentation a.13. award, enterprise bargaining agreement, other industrial arrangements a.14. standards and certification requirements a.15. quality assurance procedures

Range Of Variables (continued)

FOLLOW OHS PROCEDURES

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant State/Territory OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.a.2. general duty of care under OHS legislationa.3. workplace relations regulationsa.4. workers compensation regulationsa.5. dangerous goods regulations

FOLLOW OHS PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. identify and follow workplace procedures for hazard identification and risk control a.3. contribute to arrangements for the management of OHS in the workplace a.4. complete OHS records as required a.5. communicate effectively with others on workplace safety matters a.6. convey information in written and oral form a.7. maintain workplace records a.8. use workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the requirements of relevant legislation and related Codes of Practice in relation to individual obligations for duty of care
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines b. Risks when using manually-operated equipment to shift loads and related precautions to control the risk c. Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents d. Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems e. Signs and signals used for OHS warnings f. Terms used in material safety data sheets (where relevant) g. HAZCHEM symbols and implications for safe work and storage h. Storage and use of hazardous substances i. Handling of broken or damaged equipment j. Manual and mechanically assisted lifting and load shifting procedures k. Transport requirement for goods within workplace l. Emergency and evacuation procedures m. Housekeeping standards procedures required in the workplace n. Site layout and obstacles o. Ability to obtain and use relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice p. Ability to use personal protection equipment q. Ability to read and comprehend simple statements in English r. Ability to identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels s. Ability to estimate the size shape and special requirements of loads

Evidence Guide (continued)

FOLLOW OHS PROCEDURES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to follow OHS procedures in the completion of work activities, and/or</p> <p>a.2. follow OHS procedures when completing workplace tasks in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating, interpreting and applying relevant information</p> <p>a.2. identifying and following workplace procedures for hazard identification and risk control</p> <p>a.3. contributing to OHS arrangements in the workplace</p> <p>a.4. completing OHS records as required</p> <p>a.5. communicating effectively with others on OHS matters</p> <p>a.6. maintaining workplace records</p> <p>a.7. using workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.8. following the requirements of relevant legislation and related Codes of Practice in relation to individual obligations for duty of care</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. OHS regulations and hazard prevention policies and procedures</p> <p>b.2. use of personal protection equipment appropriate to the task</p> <p>b.3. checking and maintenance of equipment prior to use</p> <p>b.4. emergency procedures</p> <p>b.5. obtaining assistance from other team members when required</p> <p>b.6. housekeeping procedures</p> <p>c. Action is taken promptly to report and/or rectify any safety hazards and incidents in accordance with OHS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct housekeeping activities in the workplace, including identifying required housekeeping requirements, procedures and resources for different areas of the workplace, monitoring and maintaining cleanliness and tidiness in the workplace, and completing assigned housekeeping tasks.

ELEMENT	PERFORMANCE CRITERIA
1. Identify the housekeeping requirements, procedures, and resources of different areas of the workplace	<ul style="list-style-type: none"> a. Workplace procedures for housekeeping are identified b. Equipment and consumables are selected in accordance with work area requirements c. Specific requirements for housekeeping activities in different parts of the employees' work area are identified and followed d. Requirements for the minor disassembly/reassembly of storage zones are identified (where applicable)
2. Monitor and maintain cleanliness and tidiness in the workplace	<ul style="list-style-type: none"> a. Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employees b. Housekeeping issues are raised with designated personnel in accordance with workplace procedures c. Housekeeping equipment and supplies are maintained and stored
3. Complete assigned housekeeping duties	<ul style="list-style-type: none"> a. Assigned housekeeping duties are conducted following workplace procedures and ensuring that waste is removed b. Maintenance requirements of any damaged items are notified to appropriate personnel c. Minor disassembly/reassembly of storage zones is conducted within enterprise policies and procedures d. Schedules and records for housekeeping duties are maintained e. Work areas are checked and meet required workplace standards f. Work is carried out following enterprise practices and safe work procedures

Range Of Variables

CONDUCT HOUSEKEEPING ACTIVITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace housekeeping procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic safety principles to the completion of housekeeping tasks as part of workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. The housekeeping tasks may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites in the transport, warehousing, distribution and/or storage industries d. Work may be conducted in: <ul style="list-style-type: none"> d.1. tight or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Housekeeping duties may include: <ul style="list-style-type: none"> e.1. cleaning e.2. returning goods or equipment to storage e.3. repacking e.4. waste removal e.5. maintenance f. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> f.1. chemicals f.2. dangerous or hazardous substances f.3. movements of equipment, goods and materials g. Personnel in the work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Depending on workplace context, personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing

Range Of Variables (continued)

CONDUCT HOUSEKEEPING ACTIVITIES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. OHS and environmental protection regulations a.2. workplace housekeeping procedures and policies a.3. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.4. material safety data sheets a.5. policies and procedures for entry and work in confined spaces a.6. manufacturer's instructions concerning the use and servicing of equipment a.7. supplier and/or client instructions a.8. emergency procedures a.9. regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues a.10. goods identification numbers and codes a.11. manifests, bar codes, goods and container identification a.12. relevant legislation, regulations and related documentation a.13. award, enterprise bargaining agreement, other industrial arrangements a.14. standards and certification requirements a.15. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. relevant State/Territory environmental protection legislation a.3. workplace relations regulations a.4. dangerous goods and air freight regulations

CONDUCT HOUSEKEEPING ACTIVITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow housekeeping procedures for different work areas a.2. use relevant tools and equipment a.3. safely handle solvent (organic and inorganic) cleaning products, steam and pressure equipment a.4. use workplace colloquial and technical language and communication technologies in the workplace context a.5. dispose of waste materials including segregation of particular wastes and specialist requirements a.6. apply principles of reduction, re-use, recycle, recover and appropriate repair/replace decision making processes a.7. interpret reasons for maintaining clean and tidy worksites, the tagging of unserviceable tools and equipment and following housekeeping and maintenance schedules a.8. complete housekeeping inspection requirements a.9. maintain workplace records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines concerning housekeeping operations b. Workplace procedures and policies for the carrying out housekeeping tasks in the workplace c. Risks when carrying out housekeeping tasks and related precautions to control the risk d. Housekeeping standards required in the workplace e. Site layout and obstacles f. Application of relevant industrial regulations and requirements g. Maintenance procedures for housekeeping equipment h. Ability to modify activities dependant on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to identify and correctly use housekeeping equipment, processes and procedures k. Ability to follow routine maintenance procedures for housekeeping equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out housekeeping activities in a workplace, and/or a.2. carry out housekeeping activities in an appropriate range of operational situations

CONDUCT HOUSEKEEPING ACTIVITIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following housekeeping procedures for different work areas a.2. using relevant tools and equipment a.3. safely handling solvent (organic and inorganic) cleaning products, steam and pressure equipment a.4. disposing of waste materials including segregation of particular wastes and specialist requirements a.5. applying principles of reduction, re-use, recycle, recover and appropriate repair/replace decision making processes a.6. interpreting reasons for maintaining clean and tidy worksites, the tagging of unserviceable tools and equipment and following housekeeping and maintenance schedules a.7. completing housekeeping inspection requirements a.8. maintaining required workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace housekeeping procedures and instructions b.3. obtaining assistance from other team members when required b.4. environmental protection procedures when shifting materials <p>c. Action is taken promptly to report and/or rectify any potential difficulties in housekeeping activities in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to implement and monitor OHS procedures, including accessing information about OHS and the workplace policies and procedures, implementing and monitoring procedures for identifying and assessing hazards, implementing and monitoring/auditing procedures for controlling risks, planning and supervising housekeeping arrangements, and implementing and monitoring procedures for dealing with hazardous events.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Access information about OHS and the workplace policies and procedures</p>	<ul style="list-style-type: none"> a. Relevant provisions of occupational health and safety legislation and codes of practice are accurately followed b. Information on workplace occupational health and safety policies, procedures and programs is stored in a readily accessible location and manner c. Information is accurately and clearly explained to the work team d. Information about the outcomes of risk identification and control procedures is provided to appropriate personnel
<p>2. Implement and monitor procedures for identifying and assessing hazards</p>	<ul style="list-style-type: none"> a. Existing and potential hazards in the work area are identified and reported b. Identified hazards are assessed in relation to relative risk c. Appropriate action is initiated to minimise and control the risks/hazards
<p>3. Implement and monitor procedures for controlling risks</p>	<ul style="list-style-type: none"> a. Existing risk control measures are implemented, monitored and reviewed b. Work procedures to control risks are implemented and adherence to them by the work group is monitored c. Required improvements to existing risk control measures are identified, including required resources for implementation, and reported to appropriate personnel d. Procedures for monitoring and controlling risks provide for a hierarchy of control
<p>4. Plan and supervise housekeeping arrangements</p>	<ul style="list-style-type: none"> a. Housekeeping tasks are identified and incorporated in enterprise work roles b. Housekeeping equipment is maintained c. Team members are allocated housekeeping tasks and supervised d. Housekeeping procedures and practices are planned to conform with environmental and occupational health and safety requirements

- 5. **Implement and monitor procedures for dealing with hazardous events**
 - a. Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken
 - b. Hazardous events are investigated to identify causes
 - c. Control measures are implemented to prevent recurrence and minimise risks of hazardous events or issues and are referred to designated personnel for implementation

Range Of Variables

IMPLEMENT AND MONITOR OHS PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant OHS regulations and procedures b. Work is performed under some supervision generally within a team environment c. Work involves the implementation and monitoring of established OHS and hazard minimisation policies and procedures in workplace activities
2. Worksite environment	<ul style="list-style-type: none"> a. The implementation and monitoring of OHS within work operations may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Workplace hazards may include: <ul style="list-style-type: none"> e.1. chemicals and other harmful substances e.2. movements of equipment, goods, vehicles e.3. toxic substances e.4. damaged packing material and containers e.5. broken and damaged equipment e.6. inflammable materials and fire hazards e.7. lifting practices e.8. waste management and disposal e.9. extremes in weather conditions e.10. lighting levels e.11. floor surfaces e.12. water hazards e.13. traffic flows, vehicle and equipment operation e.14. dangerous storage areas e.15. violent incidents such as armed robberies f. Responsibilities in the implementation/monitoring of OHS may include: <ul style="list-style-type: none"> f.1. provision of OHS information to staff f.2. consultation and participation in meetings on OHS matters f.3. emergency procedures and response f.4. housekeeping f.5. identifying and minimising workplace hazards f.6. assessing and controlling OHS risks f.7. OHS training and assessment f.8. use of personal protection equipment f.9. keeping of OHS records f.10. reporting of OHS issues and incidents f.11. resolution of OHS issues f.12. checking work area and/or equipment before and during work f.13. participation in OHS audits and workplace inspections

Range Of Variables (continued)

IMPLEMENT AND MONITOR OHS PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Controlling OHS risks may include</p> <ul style="list-style-type: none"> g.1. measures to remove the cause of a risk at its source g.2. consultation with workers and their representatives g.3. application of the hierarchy of control, namely: <ul style="list-style-type: none"> g.3.1. elimination of the risk g.3.2. engineering controls g.3.3. administrative controls g.3.4. personal protective equipment <p>h. Procedures for dealing with hazardous events may include:</p> <ul style="list-style-type: none"> h.1. evacuation h.2. chemical containment h.3. first aid h.4. accident/safety incident reporting and investigation. <p>i. OHS training may include:</p> <ul style="list-style-type: none"> i.1. induction training i.2. specific hazard training i.3. specific task or equipment training i.4. emergency and evacuation training i.5. training as part of broader programs, for example equipment operation <p>j. OHS records may include:</p> <ul style="list-style-type: none"> j.1. OHS audits and inspection reports j.2. health surveillance and workplace environmental monitoring records j.3. records of instruction and training j.4. manufacturers' and suppliers' information, including material safety data sheets and dangerous goods storage lists j.5. hazardous substances registers j.6. maintenance and testing reports j.7. workers compensation and rehabilitation records j.8. first aid/medical post records. <p>k. Personnel in the work area may include:</p> <ul style="list-style-type: none"> k.1. workplace personnel and management k.2. site visitors k.3. OHS specialists k.4. union representatives k.5. contractors k.6. official OHS representatives <p>l. Personal protection equipment may include:</p> <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing <p>m. Participative arrangements may include:</p> <ul style="list-style-type: none"> m.1. formal and informal meetings which deal with OHS issues m.2. workplace OHS committees m.3. other committees, for example, consultative, planning and purchasing m.4. OHS representatives m.5. suggestions, requests, reports and concerns put forward by staff

Range Of Variables (continued)

IMPLEMENT AND MONITOR OHS PROCEDURES

2. Worksite environment (continued)	<ul style="list-style-type: none">n. Designated personnel may include:<ul style="list-style-type: none">n.1. workplace personneln.2. supervisorsn.3. team leadersn.4. managementn.5. occupational health and safety personneln.6. other persons authorised or nominated by the organisationo. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:<ul style="list-style-type: none">o.1. company procedureso.2. enterprise procedureso.3. organisational procedureso.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none">a. Information/documents may include:<ul style="list-style-type: none">a.1. OHS regulations, responsibilities and obligationsa.2. workplace OHS procedures and policiesa.3. codes of practice including the National Standards for Manual Handling and the Industry Safety Codea.4. material safety data sheetsa.5. policies and procedures for entry and work in confined spacesa.6. manufacturer's instructions concerning the use and servicing of equipmenta.7. supplier and/or client instructionsa.8. emergency proceduresa.9. regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issuesa.10. goods identification numbers and codesa.11. manifests, bar codes, goods and container identificationa.12. relevant legislation, regulations and related documentationa.13. award, enterprise bargaining agreement, other industrial arrangementsa.14. standards and certification requirementsa.15. quality assurance procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant State/Territory OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.a.2. general duty of care under OHS legislationa.3. workplace relations regulationsa.4. workers compensation regulationsa.5. dangerous goods regulations

IMPLEMENT AND MONITOR OHS PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. access information about OHS and the workplace policies and procedures a.2. implement and monitor procedures for identifying and assessing hazards a.3. implement and monitor procedures for controlling risks a.4. plan and supervise housekeeping arrangements a.5. implement and monitor procedures for dealing with hazardous events a.6. consult and communicate effectively with others on OHS matters a.7. convey information in written and oral form a.8. maintain workplace OHS records a.9. use workplace colloquial and technical language and communication technologies in the workplace context a.10. follow the requirements of relevant OHS legislation and related codes of practice in relation to obligations of managers and staff for duty of care
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS and procedures and guidelines b. Risks when using manually-operated equipment to shift loads and related precautions to control the risk c. Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents d. Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems e. Signs and signals used for OHS warnings f. Terms used in material safety data sheets g. HAZCHEM symbols and implications for safe work and storage h. Storage and use of hazardous substances i. Storage and use of flammable materials j. Handling of broken or damaged equipment k. Manual and mechanically assisted lifting and load shifting procedures l. Transport requirement for goods within workplace m. Emergency and evacuation procedures n. Housekeeping standards procedures required in the workplace o. Site layout and obstacles p. Ability to obtain and use relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice

Evidence Guide (continued)

IMPLEMENT AND MONITOR OHS PROCEDURES

<p>3. Required knowledge and skills (continued)</p>	<p>q. Ability to read and comprehend simple statements in English</p> <p>r. Ability to identify containers and goods coding, IMDG markings and, where applicable, emergency information panels</p> <p>s. Ability to estimate the size shape and special requirements of loads</p> <p>t. Ability to select and use personal protection equipment relevant to the tasks involved</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement and monitor OHS procedures in a workplace, and/or</p> <p>a.2. implement and monitor OHS procedures in an appropriate range of operational workplace contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. accessing information about OHS and the workplace policies and procedures</p> <p>a.2. implementing and monitoring procedures for identifying and assessing hazards</p> <p>a.3. implementing and monitoring procedures for controlling risks</p> <p>a.4. planning and supervising housekeeping arrangements</p> <p>a.5. implementing and monitoring procedures for dealing with hazardous events</p> <p>a.6. consulting and communicating effectively with others on OHS matters</p> <p>a.7. conveying information in written and oral form</p> <p>a.8. maintaining workplace OHS records</p> <p>a.9. using workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.10. implementing and monitoring the requirements of relevant OHS legislation and related codes of practice in relation to obligations for duty of care</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. OHS regulations and hazard prevention policies and procedures</p> <p>b.2. implementing OHS policies and procedures</p> <p>b.3. monitoring and auditing of the implementation of OHS policies and procedures</p> <p>b.4. ensuring the checking and maintenance of equipment prior to use</p> <p>b.5. emergency procedures</p> <p>b.6. negotiating with staff, contractors and others to implement OHS procedures</p> <p>b.7. coordinating housekeeping procedures</p> <p>c. Action is taken promptly to report and/or rectify any safety hazards and incidents in accordance with OHS requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

IMPLEMENT AND MONITOR OHS PROCEDURES

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	3	3	3	3

Range Of Variables

APPLY FATIGUE MANAGEMENT STRATEGIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations, codes and guidelines of the Commonwealth Government and the State/Territory authorities concerning fatigue management when working in industry and/or when driving trains or various classes of commercial transport vehicles b. Work is performed under some supervision generally within a team environment c. Work involves the application of regulatory requirements and the principles of fatigue management to work in the transport, warehousing, distribution and storage industries and in particular when driving in road or rail transport situations
2. Worksite environment	<ul style="list-style-type: none"> a. Workplace may include any transport, warehousing, distribution and/or storage environment b. Work/driving may be carried out in typical industry situations, including: <ul style="list-style-type: none"> b.1. operations conducted at day or night b.2. typical weather conditions b.3. while working/driving at a workplace, depot, base or warehouse b.4. while working/driving at a client's workplace or work site b.5. driving on the open road b.6. driving on a private road b.7. driving a train, locomotive or motive power unit c. Work-related factors that may contribute to fatigue include: <ul style="list-style-type: none"> c.1. work demands: <ul style="list-style-type: none"> c.1.1. workload c.1.2. frequency and duration of breaks c.1.3. work duration c.1.4. type of work c.2. organisational factors: <ul style="list-style-type: none"> c.2.1. payment system c.2.2. trip/work scheduling c.2.3. predictability of work d. Worker/driver-related factors that may contribute to fatigue include: <ul style="list-style-type: none"> d.1. lifestyle factors: <ul style="list-style-type: none"> d.1.1. alcohol and drug use d.1.2. quantity and timing of food and drink d.1.3. sleep patterns d.1.4. opportunities for relaxation with family and friends d.2. personal or biological factors: <ul style="list-style-type: none"> d.2.1. state of mental and/or physical health d.2.2. inadequate sleep d.2.3. circadian rhythms e. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> e.1. company procedures e.2. enterprise procedures e.3. organisational procedures e.4. established procedures

Range of Variables (continued)

APPLY FATIGUE MANAGEMENT STRATEGIES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. Commonwealth and State/Territory regulations and guidelines concerning fatigue management in various transport and workplace situations a.2. workplace instructions and procedures on fatigue management a.4. relevant OHS regulations and procedures a.5. emergency procedures a.6. log book or record book (where required) a.7. relevant standards and certification requirements a.8. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable procedures and codes may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations and codes of the Commonwealth Government and the State/Territory roads and traffic authorities concerning fatigue management a.2. relevant State/Territory road rules a.3. relevant rail industry safe working codes and regulations (where applicable) a.4. relevant State/Territory permit regulations and requirements a.5. relevant State/Territory OHS legislation

Evidence Guide

APPLY FATIGUE MANAGEMENT STRATEGIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow correct fatigue management precautions and procedures a.2. manage lifestyle in terms of its potential effect on fatigue during work functions a.3. recognise the effects of fatigue and take appropriate action a.4. contribute to organisational strategies that may reduce the incidence of accidents resulting from fatigue at work including driving a vehicle/train a.5. follow OHS and fatigue management codes, procedures and regulations
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with the other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes, regulations, permit and licence requirements related to fatigue management b. Relevant OHS regulations as they relate to fatigue c. Workplace policies and procedures related to fatigue management and the control of factors that can contribute to fatigue and fatigue-related accidents d. Sources of information on fatigue including: <ul style="list-style-type: none"> d.1. the risks and hazards created by fatigue in the workplace d.2. how fatigue affects workplace performance d.3. how fatigue contributes to workplace accidents d.4. ways of recognising fatigue d.5. ways of managing fatigue e. Causes and effects of fatigue on workers/drivers f. Strategies to manage fatigue g. Factors which increase fatigue-related accidents h. Lifestyles which promote the effective long-term management of fatigue i. Ability to read instructions, procedures and signage relevant to workplace operations j. Ability to recognise symptoms of fatigue and take appropriate action in accordance with fatigue management regulations and workplace procedures
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply fatigue management strategies in the workplace, and/or a.2. apply fatigue management strategies to workplace activities in an appropriate range of operational situations

APPLY FATIGUE MANAGEMENT STRATEGIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. following correct fatigue management precautions and procedures a.2. managing lifestyle in terms of its potential effect on fatigue during work functions a.3. recognising the effects of fatigue and taking appropriate action a.4. contributing to organisational strategies that may reduce the incidence of accidents resulting from fatigue at work, including driving a vehicle/train a.5. following OHS and fatigue management codes, procedures and regulations <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant Commonwealth and State/Territory codes, procedures and regulations related to fatigue management in the workplace b.2. OHS policies and procedures b.3. recognition of the symptoms of fatigue and appropriate action to minimise the risks and hazards of fatigue b.4. workplace procedures and instructions related to fatigue management <p>c. Action is taken promptly to report any fatigue-related safety incidents in accordance with manufacturer's instructions, regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to develop and maintain a safe workplace, including providing and informing personnel about OHS legislation, codes and standards; planning and implementing safety requirements in accordance with regulations; monitoring, adjusting and reporting safety performance; investigating and reporting non-conformance; and evaluating the OHS system and related policies, procedures and programs.

ELEMENT	PERFORMANCE CRITERIA
<p>1 Plan and implement safety requirements</p>	<ul style="list-style-type: none"> a. Health and safety risk assessments are made as part of all production planning exercises b. Policy and procedures are developed to implement requirements for a safe workplace c. Work practices are planned with colleagues to ensure compliance with workplace and environmental legislation and standards d. Safe operating procedures are documented and communicated e. Work practices are implemented in accordance with requirements specified in legislation and standards for safe workplaces and environments f. Effective induction and supervision is provided to support colleagues in managing their organisational responsibilities g. Purchasing policy for the provision of goods and services is informed by OHS considerations
<p>2. Inform and train personnel on OHS legislation, codes and standards</p>	<ul style="list-style-type: none"> a. Legislation, standards and the organisation's policies and practices relevant to the creation and maintenance of a safe workplace and environment are made available to individuals/teams b. Arrangements are made to provide information in a language, style and format which is understood by colleagues c. An OHS training program is developed and implemented to identify and fulfil employees' OHS training needs as part of the workplace's general training program d. Individuals/teams know their legal responsibility for maintaining a safe workplace and environment e. The implications of an unsafe workplace and environment are clear to all within the workplace

<p>3. Establish and maintain procedures for assessing and controlling safety risks</p>	<ul style="list-style-type: none"> a. Safety risks presented by identified hazards are correctly assessed in accordance with OHS legislation and codes of practice b. Activities are monitored to ensure that this procedure is adopted effectively throughout the area of managerial responsibility c. Risk assessment is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that the risk from hazards is not increased d. Measures to control assessed safety risks are developed and implemented in accordance with the hierarchy of control, relevant OHS legislation, codes of practice and trends identified from the OHS records system e. Activities are monitored to ensure that the risk control procedure is adopted effectively throughout the area of managerial responsibility f. Risk control is addressed at the planning, design and evaluation stages of any change within the area of managerial responsibility to ensure that adequate risk control measures are included
<p>4. Monitor, adjust and report safety performance</p>	<ul style="list-style-type: none"> a. Hazards are identified, assessed and prioritised for action b. Controls are selected to minimise risks to health and safety c. Waste recycling, reduction and disposal is carried out within legislative and organisational requirements d. Recommendations for improvements to meet legislation and associated standards are submitted to designated persons/groups e. Individuals/teams are informed of improvements and alterations to occupational health and safety procedures in the workplace f. Systems, records and reporting procedures are maintained according to legislative requirements
<p>5. Evaluate the occupational health and safety system and related policies, procedures and programs</p>	<ul style="list-style-type: none"> a. The effectiveness of the OHS system and related policies, procedures and programs is assessed according to the workplace's aims with respect to OHS. b. Improvements to the OHS system are developed and implemented to ensure more effective achievement of the workplace's organisation's aims with respect to OHS policies and objectives. c. Inadequacies in existing risk control measures are identified in accordance with the hierarchy of control, and resources enabling implementation of new measures are sought and/or provided according to appropriate procedures
<p>6. Investigate and report non-conformance</p>	<ul style="list-style-type: none"> a. Compliance with OHS legislation and codes of practice is assessed to ensure that legal OHS standards are maintained as a minimum b. Non-conformance is investigated and dealt with according to legislative requirements c. Colleagues are supported to acquire and apply competencies to meet legislative requirements and the associated standards d. Changes to operations and practices are implemented to ensure that non-conformance is not repeated
<p>7. Establish and maintain a system for OHS records</p>	<ul style="list-style-type: none"> a. A system for keeping OHS records is established and monitored to allow identification of patterns of occupational injury and disease within the area of managerial responsibility, including provision for relevant workplace OHS reports to be submitted to management

Range Of Variables

DEVELOP AND MAINTAIN A SAFE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement in developing and maintaining a safe workplace b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop awareness and practice of OHS policies and procedures, to support the development of OHS and risk management systems, and to encourage the achievement of the organisation's OHS goals and related key performance objectives d. Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site location a.2. large, medium and/or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer/supplier contact and coordination d. Work priorities and professional development are directed at maximising achievement of the individual in accordance with the enterprises objectives and strategic plans e. Workplace hazards may include but are not restricted to: <ul style="list-style-type: none"> e.1. moving heavy loads in an unsafe work environment e.2. unsecured machinery, components or repaired equipment e.3. slippery floors e.4. welding equipment e.5. sharp tools and implements e.6. power tools e.7. moving and rotating machinery e.8. flammable liquids, vapours and fuel e.9. faulty machinery, handling equipment and lifting gear e.10. using equipment beyond safe working limits e.11. poor housekeeping procedures e.12. non-compliance with safe working procedures e.13. electrical wiring and systems, including exposed electrical circuits e.14. working at heights and in confined spaces e.15. toxic gases and substances e.16. chemicals and other harmful substances e.17. damaged goods, pallets and containers e.18. dangerous/hazardous goods

Range Of Variables (continued)

DEVELOP AND MAINTAIN A SAFE WORKPLACE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Training activities may include:</p> <ul style="list-style-type: none"> f.1. attendance at formal education/training programs f.2. completion of internal short training programs f.3. attendances at relevant conferences, seminars and workshops f.4. reading of relevant journals and literature f.6. coaching/mentoring on the job f.7. workplace training projects <p>g. Consultative processes may involve:</p> <ul style="list-style-type: none"> g.1. OHS specialists g.2. trainers g.3. other employees and supervisors g.4. management g.5. union representatives g.6. manufacturers' representatives g.7. supplier representatives g.8. customers/clients g.9. other maintenance, professional or technical staff <p>h. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:</p> <ul style="list-style-type: none"> h.1. company plans/procedures h.2. enterprise plans/procedures h.3. organisational plans/procedures h.4. established plans/procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace OHS procedures and policies a.2. workplace OHS management system including hazard/safety risk control strategies a.3. OHS training notes and materials a.4. journals and work-related literature concerning OHS a.5. competency standards a.6. customer/client instructions a.7. customer service standards and procedures a.8. workplace products and services information a.9. quality assurance standards and procedures a.10. relevant agreements, codes of practice including the national standards for services and operations a.11. manufacturers'/suppliers' specifications, advice, recommended procedures, policies and instructions a.12. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.13. legislation, regulations and related documentation relevant to business operations a.14. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.15. emergency procedures

Range Of Variables (continued)

DEVELOP AND MAINTAIN A SAFE WORKPLACE

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant regulations, standards and codes of practicea.2. trading regulations relevant to business operationsa.3. relevant Australian and State/Territory OHS legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including:<ul style="list-style-type: none">a.3.1. general duty of care under OHS legislation and common lawa.3.2. requirements for the maintenance and confidentiality of records of occupational injury and diseasea.3.3. requirements for provision of OHS information and traininga.3.4. provisions relating to health and safety representatives and/or OHS committeesa.3.5. provisions relating to OHS issue resolutiona.4. environmental protection regulationsa.5. hazardous substances and dangerous goods codesa.6. relevant Australian standards and certification requirements

DEVELOP AND MAINTAIN A SAFE WORKPLACE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply leadership skills to OHS projects including the selection and employment of specialists, allocation and delegation of tasks, taking into account task requirements and organisational policy a.2. suggest improvements to work operations and negotiate changes to improve OHS a.3. mediate and resolve issues involving OHS, maximising positive outcomes for the organisation and the individuals within it a.4. use appropriate training opportunities and techniques to facilitate improved personal and organisational compliance with OHS policy and procedures a.5. research, interpret and apply relevant information appropriate to OHS management a.6. use consultative processes and work effectively with others to achieve OHS objectives a.7. maintain required OHS records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the management of personal work priorities and professional development d. The systems of risk control recognising the significance of OHS for effective workplace operation e. Workplace business policies and plans related to OHS issues f. The significance of other management systems and procedures for OHS g. Hazards and associated safety risks that exist in the workplace <ul style="list-style-type: none"> g.1. the range of control measures available for these safety risks g.2. considerations for choosing between different control measures g.3. how to identify when expert advice is needed h. Principles and practices of effective OHS management, including: <ul style="list-style-type: none"> h.1. elements of an effective OHS management system h.2. risk management h.3. appropriate links to other management systems, for example contractors, maintenance and purchasing h.4. the role of technical information and experts in designing hazard control measures, monitoring systems and health surveillance procedures h.5. the hierarchy of hazard and risk control measures h.6. arrangements for participation and consultation over OHS h.7. incident and accident investigation arrangements i. Training, coaching and mentoring approaches appropriate for use in OHS training programs j. Typical problems that can occur when managing OHS systems and related action that can be taken

Evidence Guide (continued)

DEVELOP AND MAINTAIN A SAFE WORKPLACE

<p>3. Required knowledge and skills (continued)</p>	<p>k. Ability to analyse the working environment in order to identify hazards, assess safety risks and design and implement appropriate OHS management systems</p> <p>l. Ability to work collaboratively with others</p> <p>m. Ability to plan work activities, including predicting consequences and identifying improvements</p> <p>n. Ability to select and appropriately apply technology, information systems and procedures to improve OHS compliance, information systems and reporting requirements</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop and maintain a safe workplace, and/or</p> <p>a.2. develop and maintain as safe workplace in an appropriate managerial contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. applying leadership skills to OHS projects</p> <p>a.2. suggesting improvements to work operations and negotiating changes to improve OHS compliance</p> <p>a.3. mediating and resolving issues involving OHS, maximising positive outcomes for the organisation and the individuals within it</p> <p>a.4. using appropriate training opportunities and techniques to facilitate improved personal and organisational compliance with OHS policy and procedures</p> <p>a.5. researching, interpreting and applying relevant information appropriate to OHS management</p> <p>a.6. using consultative processes to achieve OHS objectives</p> <p>a.7. Maintaining required OHS records and documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. OHS regulations and hazard prevention policies and procedures</p> <p>b.2. workplace procedures and policies related to the development and maintenance of a safe workplace</p> <p>b.3. requirements for the maintenance of confidential records of occupational injury and disease</p> <p>b.4. procedures for the provision of OHS information, training and assessment</p> <p>b.5. OHS issue resolution, counselling and disciplinary processes</p> <p>b.6. relevant guidelines relating to the safety of equipment in the workplace</p> <p>c. Action is taken promptly to report and/or take action on OHS system problems in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

DEVELOP AND MAINTAIN A SAFE WORKPLACE

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to operate and maintain fire-fighting equipment in accordance with manufacturer's instructions and workplace emergency procedures, including identifying and selecting the appropriate equipment, using the fire-fighting equipment to fight a fire, and maintaining the fire-fighting equipment to ensure its operational capability.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Use fire-fighting equipment</p>	<p>a. Tools, equipment and personal safety equipment used for fighting fires are correctly selected for type of fire in accordance with manufacturer's instructions</p> <p>b. Fire is controlled using fire-fighting equipment according to manufacturer's instructions and workplace emergency procedures</p> <p>c. Equipment is stored safely according to manufacturer's instructions and workplace procedures</p>
<p>2. Maintain fire-fighting equipment</p>	<p>a. Equipment is maintained to manufacturer's specifications to ensure effective operation when used</p> <p>b. Equipment is checked, cleaned and serviced to relevant standards</p> <p>c. Consumable items and materials in fire-fighting equipment are checked and replenished where required by workplace procedures and manufacturer's instructions</p> <p>d. Defective equipment is identified and reported to relevant authorities as necessary so it can be replaced or repaired</p>

Range Of Variables

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice, regulations and workplace requirements concerning the operation and maintenance of fire-fighting equipment b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the operation and maintenance of fire-fighting equipment as part of work activities in the transport, distribution and/or allied industries.
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Types of fires which may occur include Classes A, B, C and F in the standard classification of fires f. Fire-fighting equipment, appliances and systems may include: <ul style="list-style-type: none"> f.1. portable fire extinguishers including foam, water, CO₂, dry chemical and wet foam f.2. sprinkler systems f.3. fire hoses and hydrants f.4. fire blankets f.5. CO₂ fixed systems f.6. foam installations including semi-portable and fixed systems g. Consumable materials and items that may be used in fire detection and fire-fighting equipment may include: <ul style="list-style-type: none"> g.1. dry and wet chemicals used in fire extinguishers g.2. batteries for fire detectors h. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> h.1. chemicals h.2. dangerous or hazardous substances h.3. movements of equipment, goods, materials, trains and vehicular traffic i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. current and potential customers i.3. suppliers, customers and clients i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists

Range Of Variables (continued)

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. protective clothing l.6. high visibility clothing
<p>3. Sources of information/ documents</p>	<ul style="list-style-type: none"> a. Information documents may include: <ul style="list-style-type: none"> a.1. workplace fire emergency procedures and policies a.2. relevant OHS and environmental protection regulations a.3. codes of practice and regulations relevant to fire emergencies, including safeworking regulations and local authority regulations and procedures a.4. Australian regulations and codes of practice for the transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for fire-fighting equipment a.7. technical instructions a.8. electrified territory regulations a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. goods manifest a.11. award, enterprise bargaining agreement, and other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes, regulations and safeworking systems for the use and maintenance of fire-fighting equipmenta.2. the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that networka.3. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.3.1. Australian and International Dangerous Goods Codesa.3.2. Australian and International Explosives Codesa.4. relevant State/Territory OHS and environmental protection legislationa.5. workplace relations regulationsa.6. workers compensation regulations

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. control a fire using fire-fighting equipment a.2. store and maintain fire-fighting equipment a.3. select and appropriately use protective clothing a.4. locate, interpret and apply relevant information a.5. work effectively with others a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian codes of practice, regulations and safeworking systems relevant to the use and maintenance of fire-fighting equipment, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that network b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for use and maintenance of fire-fighting equipment d. The chemistry of fire, the effects of different types of material in a fire and the principles underlying the spread of fire and its extinguishment e. The different classes of fire, their characteristics and strategies and equipment needed for their extinguishment f. Types of fire-fighting appliances, equipment and systems, their identifying features, principles of operation and the procedures for their use and maintenance g. Fixed fire prevention and extinguishing installations and their principles of operation h. Fire-fighting techniques, agents and precautions applicable to different classes of fire i. Typical problems that can occur with fire-fighting equipment and operations and appropriate remedial action and solutions j. Manufacturer's instructions for the maintenance of fire-fighting equipment k. Ability to: <ul style="list-style-type: none"> k.1. select, use and maintain relevant fire-fighting equipment k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. solve problems that arise when using and maintaining fire-fighting equipment k.4. read and interpret instructions, procedures and information relevant to the use and maintenance of fire-fighting equipment k.5. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

OPERATE AND MAINTAIN FIRE-FIGHTING EQUIPMENT

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use and maintain fire-fighting equipment, and/or a.2. use and maintain fire-fighting equipment in an appropriate range of real or simulated fire emergency situations in the workplace
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. controlling a fire using fire-fighting equipment a.2. storing and maintaining fire-fighting equipment a.3. selecting and appropriately using protective clothing a.4. locating, interpreting and applying relevant information a.5. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice, safeworking systems and legislative requirements including ADG Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. manufacturer's instructions for fire-fighting equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. customer service and quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report and/or respond to any fire emergency in accordance with regulatory requirements and workplace emergency procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

HLTFA1A APPLY BASIC FIRST AID

Field F Occupational Health and Safety

DESCRIPTION:

This unit involves the skills and knowledge required to provide essential first aid in recognising and responding to an emergency using basic life support measures. The first aider is not expected to deal with complex casualties or incidents but to provide an initial response where first aid is required. It is assumed the first aider is working under supervision and/or according to established workplace first aid procedures and policies.

This unit is identical to the cross-industry guideline unit of the same code and title.

ELEMENT	PERFORMANCE CRITERIA
1. Assess the situation	<ul style="list-style-type: none"> a. Physical hazards to personal and others' health and safety are identified b. Immediate risk to self and casualty's health and safety are minimised by controlling the hazard in accordance with occupational health and safety requirements c. The casualty's vital signs and physical condition are assessed in accordance with workplace procedures
2. Apply basic first aid techniques	<ul style="list-style-type: none"> a. First aid management is provided in accordance with established first aid procedures b. Casualty is reassured in a caring and calm manner and made comfortable using available resources c. First aid assistance is sought from others in a timely manner and as appropriate d. Casualty's condition is monitored and responded to in accordance with effective first aid principles and workplace procedures e. Details of casualty's physical condition, changes in conditions, management and response to management are accurately recorded in line with organisational procedures f. Casualty management is finalised according to casualty's needs and first aid principles
3. Communicate details of the incident	<ul style="list-style-type: none"> a. Appropriate medical assistance is requested using relevant communication media and equipment b. Details of casualty's condition and management activities are accurately conveyed to emergency services/relieving personnel c. Reports to supervisors are prepared in a timely manner, presenting all relevant facts according to established company procedures

Range Of Variables

APPLY BASIC FIRST AID

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations b. Work is usually performed under supervision or as part of a first aid team c. Work involves the application of the basic first aid principles and procedures when dealing with first aid emergencies within the workplace
2. Worksite environment	<ul style="list-style-type: none"> a. Basic first aid may be provided in a range of work environments and weather conditions by day or night: b. First aid management will need to account for: <ul style="list-style-type: none"> b.1. workplace policies and procedures b.2. industry/site specific regulations, codes etc. b.3. occupational health and safety requirements b.4. State/Territory workplace health and safety requirements b.5. allergies the casualty may have c. Physical hazards may include: <ul style="list-style-type: none"> c.1. workplace hazards c.2. environmental hazards c.3. proximity of other people c.4. hazards associated with the casualty management processes d. Risks may include: <ul style="list-style-type: none"> d.1. worksite equipment, machinery and substances d.2. environmental risks d.3. bodily fluids d.4. risk of further injury to the casualty d.5. risks associated with the proximity of other workers and bystanders e. Depending on the first aid emergency concerned casualty's condition may need to be managed for: <ul style="list-style-type: none"> e.1. abdominal injuries e.2. allergic reactions e.3. bleeding e.4. burns—thermal, chemical, friction, electrical e.5. cardiac conditions e.6. chemical contamination e.7. cold injuries e.8. crush injuries e.9. dislocations e.10. drowning e.11. envenomation—snake, spider, insect and marine bites e.12. environmental conditions such as hypothermia, dehydration, heat stroke e.13. epilepsy, diabetes, asthma and other medical conditions e.14. eye injuries e.15. fractures e.16. head injuries e.17. minor skin injuries e.18. neck and spinal injuries e.19. needle stick injuries e.20. poisoning and toxic substances

Range Of Variables (continued)

APPLY BASIC FIRST AID

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> e.21. respiratory management of asthma and/or choking e.22. shock e.23. smoke inhalation e.24. soft tissue injuries including sprains, strains, dislocations e.25. substance abuse, including drugs e.26. unconsciousness including not breathing and no pulse <ul style="list-style-type: none"> f. First aid management will need to account for: <ul style="list-style-type: none"> f.1. location and nature of the workplace f.2. the environmental conditions for example electricity, biological risks, weather, motor vehicle accidents f.3. location of emergency services personnel f.4. the use and availability of first aid equipment and resources f.5. infection control g. Medications may include: <ul style="list-style-type: none"> g.1. asthma–aerosol bronchodilators; casualty's own or from first aid kit in accordance with State and Territory legislation g.2. severe allergic reactions–adrenaline; subject to casualty's own regime h. Resources and equipment are used appropriate to the risk to be met and may include: <ul style="list-style-type: none"> h.1. defibrillation units h.2. pressure bandages h.3. thermometers h.4. first aid kit h.5. eyewash h.6. thermal blankets h.7. pocket face masks h.8. rubber gloves h.9. dressing h.10. spacer device h.11. cervical collars i. Communication systems may include but are not limited to: <ul style="list-style-type: none"> i.1. mobile phone i.2. satellite phones i.3. HF/VHF radio i.4. flags i.5. flares i.6. two way radio i.7. email i.8. electronic equipment j. Vital signs include: <ul style="list-style-type: none"> j.1. breathing j.2. circulation j.3. consciousness k. Established first aid principles include: <ul style="list-style-type: none"> k.1. checking the site for danger to self, casualty and others and minimising the danger k.2. checking and maintaining the casualty's airway, breathing and circulation

Range Of Variables (continued)

APPLY BASIC FIRST AID

VARIABLE	SCOPE
2. Worksite environment (continued)	I. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> I.1. company procedures I.2. enterprise procedures I.3. organisational procedures I.4. established procedures
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. first aid manuals a.2. OHS documentation a.3. workplace procedures and policies for the provision of first aid a.4. relevant competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State /Territory codes of practice and regulations a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the dangerous goods emergencies a.3. relevant State/Territory OHS legislation

APPLY BASIC FIRST AID

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. demonstrate first aid casualty management principles including assessing and minimising danger and maintaining the casualty's airway, breathing and circulation a.2. carry out resuscitation procedures required in basic first aid a.3. demonstrate safe manual handling of a casualty a.4. demonstrate due consideration of the welfare of a casualty a.5. prepare required first aid reports a.6. communicate effectively in a first aid situation a.7. interpret and use listed documents
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State /Territory standards, regulations and codes of practice relevant to the provision of basic first aid b. OHS and procedures and guidelines relevant to workplace operations c. Relevant company standard operating procedures (SOPs) as well as emergency procedures d. Understanding of: <ul style="list-style-type: none"> d.1. basic anatomy and physiology d.2. duty of care in first aid situations d.3. the first aiders' skills and limitations d.4. legal requirements and obligations e. Knowledge of basic first aid procedures including: <ul style="list-style-type: none"> e.1. resuscitation e.2. bleeding control e.3. care of unconscious e.4. decision making e.5. infection control e.6. airway management f. Ability to: <ul style="list-style-type: none"> f.1. carry out basic first aid procedures f.2. communicate effectively f.3. apply assertiveness skills as appropriate in first aid situations f.4. modify activities depending on differing workplace contexts, risk situations and environments
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply basic first aid, and/or a.2. apply basic first aid in an appropriate range of contexts

Evidence Guide (continued)

APPLY BASIC FIRST AID

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out resuscitation procedures required in basic first aid a.2. demonstrating first aid casualty management principles including assessing and minimising danger and maintaining the casualty's airway, breathing and circulation a.3. demonstrating safe manual handling of a casualty a.4. demonstrating due consideration of the welfare of a casualty a.5. preparing required first aid reports a.6. communicating effectively in a first aid situation a.7. interpreting and using listed documents <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes of practice b.2. OHS regulations and hazard minimisation policies and procedures b.3. workplace procedures and instructions related to the conduct of first aid b.4. relevant guidelines relating to the use of required first aid equipment and resources <p>c. Action is taken promptly to report any safety and first aid incidents in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without due care of goods, equipment and/or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competence may be demonstrated working individually, under supervision or as part of a first aid team.</p> <p>c. Where applicable, assessment should replicate workplace conditions as far as possible. Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible. Consistency of performance should be maintained over the required range of workplace situations until renewal of competence/licence is required by the industry/organisation.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to provide advanced first aid response, including the provision of life support, management of casualty(ies), the incident and any other first aiders until the arrival of medical or other assistance, and provision of appropriate support to other emergency services providers.

This unit is identical to the cross-industry guideline unit of the same code and title.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess the situation</p>	<ul style="list-style-type: none"> a. Physical hazards are identified and minimised according to occupational health and safety requirements and workplace procedures b. Risks to first aider and others are assessed and appropriate response determined to ensure prompt control of situation c. The need for emergency services/medical assistance is ascertained and prioritised and triage undertaken where required d. Resources are deployed to appropriate locations as required in accordance with workplace procedures
<p>2. Manage the casualty(s)</p>	<ul style="list-style-type: none"> a. Agreement for management of the casualty's injury/illness is sought from person(s) where relevant b. Welfare procedure is determined and implemented according to casualty(s) needs c. Effects of injury are controlled and appropriate first aid management is determined and applied to meet the needs of the casualty and situation d. Medication is administered according to relevant legislation and manufacturer's/supplier's instructions and subject to casualty's regime e. Casualty(s) condition is monitored and responded to in a timely manner in accordance with effective first aid principles f. Life support equipment is correctly operated where appropriate according to relevant legislation and manufacturer's/supplier's instructions g. Management is finalised according to casualty(s) needs and first aid principles

<p>3. Coordinate first aid activities until arrival of medical assistance</p>	<ul style="list-style-type: none"> a. Available resources required are identified and communication links with appropriate personnel, emergency management services and medical assistance are established as appropriate b. Correct amount of resources is deployed to appropriate locations in an effective manner to ensure timely arrival of required resources c. The provision of resources is documented and modifications recommended d. The management of casualties is monitored in accordance with first aid principles and workplace procedures e. Evacuation of casualties is coordinated according to worksite evacuation procedures f. Support services are arranged for personnel involved in the incident in accordance with workplace principles and procedures
<p>4. Communicate essential incident details</p>	<ul style="list-style-type: none"> a. Communication is maintained with relevant personnel using appropriate media and equipment b. First aid information is communicated with other providers/carers as appropriate to meet their needs and in accordance with workplace procedures c. Information is calmly provided to reassure casualty, adopting a communication style to match the casualty's level of consciousness
<p>5. Manage casualty in a remote and/or isolated area</p>	<ul style="list-style-type: none"> a. Preparation for isolated travel or work is undertaken, accounting for expected contingencies b. Casualty's condition is assessed and appropriate response is determined in order to minimise hazards and determine need for medical assistance c. Casualty's condition is monitored and responded to in accordance with effective first aid principles d. Reassurance and support is provided to casualty during the wait for medical assistance e. Casualty's comfort is ensured and determined by establishing and explaining the nature of illness/injury and the management procedures f. Shelter from elements is undertaken in accordance with environmental conditions g. Condition of casualty is documented over time to assist in ongoing management h. Communication links to medical services are established to ensure prompt control action is undertaken i. Administration of medication is undertaken under medical instruction, using relevant communication equipment j. Consideration on whether to transport casualty to medical assistance or wait is determined by evaluating environmental and casualty's condition k. Assistance in the evacuation of the casualty by emergency services is provided as required

6. Evaluate the incident

- a. Management of the incident is evaluated and where required an action plan is developed in consultation with relevant parties
- b. Participation in debriefing/evaluation occurs either by self or others or both in order to improve future operations and address individual's needs
- c. Access is provided to bona fide critical stress facilitators where required/requested
- d. Site management/procedures are implemented and evaluated in accordance with risk assessment
- e. Contingency planning is formulated and reviewed to identify and select alternative management and principles

Range Of Variables

APPLY ADVANCED FIRST AID

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations b. Work is performed either individually, under supervision or as part of a first aid team c. Work involves the application of the advanced first aid principles and procedures when dealing with first aid emergencies within a workplace environment
2. Worksite environment	<ul style="list-style-type: none"> a. Advanced first aid may be provided in a range of work environments and weather conditions by day or night: b. First aid management will need to account for: <ul style="list-style-type: none"> b.1. workplace policies and procedures b.2. industry/site specific regulations, codes etc. b.3. occupational health and safety requirements b.4. State/Territory workplace health and safety requirements b.5. allergies the casualty may have c. Physical hazards may include: <ul style="list-style-type: none"> c.1. workplace hazards c.2. environmental hazards c.3. proximity of other people c.4. hazards associated with the casualty management processes d. Risks may include: <ul style="list-style-type: none"> d.1. worksite equipment, machinery and substances d.2. environmental risks d.3. bodily fluids d.4. risk of further injury to the casualty d.5. risks associated with the proximity of other workers and bystanders e. Depending on the first aid emergency concerned casualty's condition may need to be managed for: <ul style="list-style-type: none"> e.1. abdominal injuries e.2. allergic reactions e.3. bleeding e.4. burns—thermal, chemical, friction, electrical e.5. cardiac conditions e.6. chemical contamination e.7. cold injuries e.8. crush injuries e.9. dislocations e.10. drowning e.11. Envenomation—snake, spider, insect and marine bites e.12. environmental conditions such as hypothermia, dehydration, heat stroke e.13. epilepsy, diabetes, asthma and other medical conditions e.14. eye injuries e.15. fractures e.16. head injuries e.17. minor skin injuries e.18. neck and spinal injuries e.19. needle stick injuries e.20. poisoning and toxic substances

Range Of Variables (continued)

APPLY ADVANCED FIRST AID

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> e.21. respiratory management of asthma and/or choking e.22. shock e.23. smoke inhalation e.24. soft tissue injuries including sprains, strains, dislocations e.25. substance abuse, including drugs e.26. unconsciousness including not breathing and no pulse f. First aid management may include: <ul style="list-style-type: none"> f.1. administration of analgesic gases f.2. cardiopulmonary resuscitation (CPR) f.3. infection control f.4. semi-automated external defibrillator (SAED) f.5. expired air resuscitation (EAR) g. First aid management will need to account for: <ul style="list-style-type: none"> g.1. location and nature of the workplace g.2. the environmental conditions for example electricity, biological risks, weather, motor vehicle accidents g.3. location of emergency services personnel g.4. number of casualties and potential casualties g.5. the use and availability of first aid equipment, resources and pharmaceuticals g.6. confined spaces, subject to industry need h. Medications may include: <ul style="list-style-type: none"> h.1. oxygen h.2. pain-paracetamol in accordance with State and Territory legislation, analgesics (penthrane, entonox-used in mining industry) h.3. asthma-aerosol bronchodilators; casualty's own or from first aid kit in accordance with State and Territory legislation h.4. severe allergic reactions-adrenaline; subject to casualty's own regime h.5. heart attack-aspirin i. Resources and equipment are used appropriate to the risk to be met and may include: <ul style="list-style-type: none"> i.1. blood pressure cuff i.2. oxygen resuscitation/cylinders i.3. defibrillation units i.4. pressure bandages i.5. thermometers i.6. injections i.7. back boards i.8. stretchers i.9. soft bag resuscitator i.10. first aid kit i.11. eyewash i.12. thermal blankets i.13. pocket face masks i.14. rubber gloves i.15. dressing i.16. spacer device i.17. cervical collars

Range Of Variables (continued)

APPLY ADVANCED FIRST AID

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication systems may include but are not limited to: <ul style="list-style-type: none"> j.1. mobile phone j.2. satellite phones j.3. HF/VHF radio j.4. flags j.5. flares j.6. two way radio j.7. email j.8. electronic equipment j.9. hand signals k. Preparation for isolated/ remote travel may include: <ul style="list-style-type: none"> k.1. selection of relevant communication equipment k.2. relevant first aid supplies and resources to cater for environmental conditions l. In remote/isolated areas consideration to travel or wait would depend upon: <ul style="list-style-type: none"> l.1. severity of injury l.2. time required for medical assistance to arrive l.3. movement might hinder rescue procedures m. Documentation, especially in remote/isolated areas may include: <ul style="list-style-type: none"> m.1. time m.2. fluid intake/output m.3. blood m.4. vomit m.5. faeces m.6. urine m.7. administration of medication including time, date, person administering, dose m.8. vital signs n. Established first aid principles include: <ul style="list-style-type: none"> n.1. checking the site for danger to self, casualty and others and minimising the danger n.2. checking and maintaining the casualty's airway, breathing and circulation o. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> o.1. company procedures o.2. enterprise procedures o.3. organisational procedures o.4. established procedures

Range Of Variables (continued)

APPLY ADVANCED FIRST AID

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. first aid manuals a.2. OHS documentation a.3. workplace procedures and policies for the provision of advanced first aid a.4. relevant competency standards and training materials a.5. manufacturer's specifications for relevant first aid equipment a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include <ul style="list-style-type: none"> a.1. relevant State/Territory codes of practice and regulations a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the dangerous goods emergencies a.3. relevant State/Territory OHS legislation

APPLY ADVANCED FIRST AID

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. carry out initial casualty assessment in a first aid situation a.2. carry out resuscitation procedures required in advanced first aid a.3. demonstrate first aid casualty management principles including assessing and minimising danger and maintaining the casualty's airway, breathing and circulation a.4. provide leadership in a first aid emergency situation a.5. demonstrate safe manual handling of a casualty a.6. demonstrate due consideration of the welfare of a casualty a.7. carry out evaluation of first aid management and prepare required first aid reports a.8. communicate effectively in a first aid situation a.9. interpret and use listed documents
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory standards, regulations and codes of practice relevant to the provision of advanced first aid b. OHS and procedures and guidelines relevant to workplace operations c. Relevant company standard operating procedures (SOPs) as well as emergency procedures d. Understanding of: <ul style="list-style-type: none"> d.1. basic anatomy–skeleton, muscles, joints, bones d.2. basic physiology d.3. basic toxicology d.4. casualty transport techniques d.5. duty of care in first aid situations d.6. the first aiders' skills and limitations d.7. legal requirements and obligations e. Knowledge of advanced first aid procedures including: <ul style="list-style-type: none"> e.1. initial casualty assessment e.2. resuscitation e.3. bleeding control e.4. care of unconscious e.5. decision making e.6. infection control e.7. airway management e.8. delivery of oxygen f. Ability to: <ul style="list-style-type: none"> f.1. carry out advanced first aid procedures f.2. communicate effectively f.3. provide leadership to others in a first aid situation f.4. deal with social problems and confidentiality f.5. apply assertiveness skills as appropriate in first aid situations f.6. prepare reports as required in first aid situations f.7. modify activities depending on differing workplace contexts, risk situations and environments

Evidence Guide (continued)

APPLY ADVANCED FIRST AID

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply advanced first aid, and/or a.2. apply advanced first aid in an appropriate range of contexts
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out initial casualty assessment a.2. carrying out resuscitation procedures required in advanced first aid a.3. demonstrating first aid casualty management principles including assessing and minimising danger and maintaining the casualty's airway, breathing and circulation a.4. demonstrating safe manual handling of a casualty a.5. demonstrating due consideration of the welfare of a casualty a.6. evaluating first aid management and preparing required first aid reports a.7. communicating effectively in a first aid situation a.8. interpreting and using listed documents <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations, codes of practice and duty of care requirements b.2. OHS regulations and hazard minimisation policies and procedures b.3. workplace procedures and work instructions related to the conduct of first aid b.4. guidelines for the use of required first aid equipment and resources <p>c. Action is taken promptly to respond to/report any safety and first aid incidents in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without due care of goods, equipment and/or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competence may be demonstrated working individually, under supervision or as part of a first aid team.</p> <p>c. Where applicable, assessment should replicate workplace conditions as far as possible. Where, for reasons of safety, access to equipment and resources and space, assessment takes place away from the workplace, simulations should be used to represent workplace conditions as closely as possible. Consistency of performance should be maintained over the required range of workplace situations until renewal of competence/licence is required by the industry/organisation.</p>

APPLY ADVANCED FIRST AID

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	2	1

DESCRIPTION:

This unit involves the basic skills and knowledge required to work effectively with others in a workplace including contributing to determination of appropriate work roles, contributing to the planning of activities, and working with others to complete the activities.

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to determination of appropriate work roles	<ul style="list-style-type: none"> a. Work roles of each group member are identified based on information and instructions about objectives, performance requirements and procedures b. Contributions are made to assist in the determination of the appropriate roles and responsibilities for the successful completion of the activity
2. Contribute to the planning of the activity	<ul style="list-style-type: none"> a. Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures
3. Work with others	<ul style="list-style-type: none"> a. Forms of communication appropriate to the activity are used b. Assistance in the completion of the activities is requested where appropriate c. Contributions to the achievement of a required outcome are made d. Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate e. Problems are discussed and resolved where possible through agreed and accepted processes f. Suggestions for improvements to processes are made and discussed within the team

Range Of Variables

WORK EFFECTIVELY WITH OTHERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is carried out in accordance with workplace procedures and relevant regulatory requirements b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established procedures and appropriate interpersonal skills when working with others to complete workplace tasks
2. Worksite environment	<ul style="list-style-type: none"> a. Work involves basic routine work operations carried out in collaboration with others and may occur by day or night and in a variety of work contexts b. Customers may be internal or external c. Enterprises may comprise large, medium or small worksites d. Work colleagues may include: <ul style="list-style-type: none"> d.1. English-speaking persons d.2. multilingual staff d.3. persons with limited ability to communicate in English d.4. persons from a range of cultural backgrounds e. Personnel in work area may include: <ul style="list-style-type: none"> e.1. managers e.2. supervisors/team leaders e.3. workplace personnel e.4. visitors e.5. contractors e.6. official representatives f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures g. Communication may involve the basic use of a range of communication technology including: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio

Range Of Variables (continued)

WORK EFFECTIVELY WITH OTHERS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OHS legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

WORK EFFECTIVELY WITH OTHERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. work cooperatively with others to complete tasks a.2. contribute to collective planning, cooperative work and effective outcomes for the activity a.3. locate, interpret and apply relevant information in conjunction with others a.4. provide customer/client service effectively in conjunction with others a.5. convey information in written and oral form a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant workplace standards and procedures and duty of care requirements b. Relevant OHS and environmental protection procedures and responsibilities c. Workplace structures and the roles and responsibilities of team/group members d. Basic principles of teamwork e. Focus of operation of work systems, equipment or management, site and organisational operating procedures f. Ability to communicate effectively with others including multilingual persons and persons with a limited ability to speak or understand English g. Ability to provide appropriate support to other team members h. Ability to modify activities depending on differing workplace contexts and environment i. Ability to identify and correctly use equipment, processes and procedures j. Ability to apply relevant industrial or other legislative requirements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to work effectively with others, and/or a.2. work effectively with others on an appropriate range of operational tasks

WORK EFFECTIVELY WITH OTHERS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. working cooperatively with others to complete tasks a.2. contributing to collective planning, cooperative work and effective outcomes for the activity a.3. locating, interpreting and applying relevant information in conjunction with others a.4. providing customer/client service effectively in conjunction with others a.5. conveying information in written and oral form a.6. maintaining workplace records a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. following the designated work plan for the job <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions b.4. relevant guidelines relating to the use of equipment b.5. security and housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any workplace problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to lead a work team or group including participating in team/group planning, managing and developing team/group performance, participating in and facilitating the work team/group in its achievement of workplace tasks, and documenting and reviewing work team/group performance.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Participate in team/group planning</p>	<p>a. Requirements of a team/group task are identified and clarified in conjunction with other team or group members to ensure appropriate interpretation of specifications and in accordance with enterprise requirements</p> <p>b. Task is interpreted and relevant steps are identified in conjunction with other team/group members to ensure efficient conduct of work to meet specifications and enterprise requirements</p> <p>c. Steps are planned in conjunction with the work of other personnel to allow achievement of practical outcomes according to enterprise and/or manufacturer's procedures</p>
<p>2. Manage and develop team/group performance</p>	<p>a. Task activities are assigned to team/group members based on their areas of competence and expertise and their availability</p> <p>b. Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policies</p> <p>c. Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures</p>
<p>3. Participate in and facilitate the work team/group</p>	<p>a. Work activity is organised and carried out with other involved team/group members and personnel using relevant communication processes to ensure safe, unambiguous and appropriate sequencing of tasks</p> <p>b. Individuals and teams/groups are actively encouraged to take individual and joint responsibility</p>
<p>4. Document and review work team/group tasks</p>	<p>a. All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturer's and enterprise requirements</p> <p>b. The outcomes of the team's/group's task activities are compared with the planned objectives, task instructions and specifications to ensure all requirements have been met</p>

Range Of Variables

LEAD A WORK TEAM OR GROUP

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work is carried out in accordance with workplace procedures and relevant regulations b. Work is performed under some supervision, generally within a team environment c. Work involves the application of established procedures to the provision of leadership within a work team or group
2. Worksite environment	<ul style="list-style-type: none"> a. Work involves completion of workplace activities as a leader of a work team b. Work may occur by day or night and in a variety of work contexts c. Customers may be internal or external d. Workplaces may comprise large, medium or small worksites e. Team members may include: <ul style="list-style-type: none"> e.1. English-speaking persons e.2. multilingual staff e.3. persons with limited ability to communicate in English e.4. persons from a range of cultural backgrounds e.5. permanent, part-time and/or casual staff f. Consultative processes may include: <ul style="list-style-type: none"> f.1. other members of the team f.2. supervisors/team leaders f.2. managers f.3. workplace personnel f.4. visitors f.5. contractors f.6. official representatives f.7. union representatives f.8. industrial relations and OHS specialists f.9. other professional or technical staff g. Communication may involve the basic use of a range of communication technology including: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

LEAD A WORK TEAM OR GROUP

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. goods identification numbers and codes a.3. manifests, bar codes, goods and container identification a.4. manufacturer's specifications a.5. workplace policies a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OH&S legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations

LEAD A WORK TEAM OR GROUP

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply leadership skills to the completion of work team projects a.2. apply techniques to encourage appropriate participation of team/group members a.3. identify requirements of tasks and organise planning, job completion and evaluation stages a.4. locate, interpret and apply relevant information a.5. provide customer/client service and work effectively with others a.6. convey information in written and oral form a.7. maintain workplace records a.8. allocate tasks taking into account work and individual development requirements
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that are part of a team leader's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for leading work teams d. Techniques to encourage appropriate participation of team/group members e. Coaching and mentoring approaches f. Workplace policies and plans including procedures for training and development g. Strategies to implement continuous improvement processes h. Typical problems that can occur when leading a work team and related appropriate action that can be taken i. Ability to lead and encourage others j. Ability to negotiate and work effectively with others k. Ability to identify improvements to services, resource allocation and use l. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks m. Ability to plan work activities, including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to lead a work team, and/or a.2. lead a work team in an appropriate range of operational situations

LEAD A WORK TEAM OR GROUP

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. applying leadership skills to the completion of work team projects a.2. applying techniques to encourage appropriate participation of team/group members a.3. identifying requirements of tasks and organising planning, job completion and evaluation stages a.4. locating, interpreting and applying relevant information a.5. providing customer/client service and working effectively with others a.6. conveying information in written and oral form a.7. maintaining workplace records a.8. allocating tasks, taking into account work and individual development requirements <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions relating to team leadership b.4. relevant guidelines relating to the use of equipment b.5. meeting procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to organise transport workload, including organising and accepting responsibility for own workload, participating in identifying and meeting own learning needs, and planning and organising a personal daily routine.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Organise and accept responsibility for own workload</p>	<p>a. Priorities and deadlines are established in consultation with others (as appropriate) and recorded</p> <p>b. Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected</p> <p>c. Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions</p> <p>d. Variations and difficulties affecting work requirements are identified through regular reviews, and action is taken to report these issues to supervisory staff</p> <p>e. Additional support to improve work is communicated clearly to appropriate personnel</p>
<p>2. Participate in identifying and meeting own learning needs</p>	<p>a. Operations of the workplace, workplace equipment and focus of endeavour are identified</p> <p>b. Organisational structure, career paths and training opportunities appropriate to the enterprise are identified</p> <p>c. Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements</p> <p>d. Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others</p>
<p>3. Plan and organise a personal daily routine</p>	<p>a. Daily routine is planned to take into account rosters, industrial agreements and workplace procedures</p> <p>b. Clarification of requirements of tasks is sought when appropriate</p> <p>c. Achievable time and other performance measures are agreed</p> <p>d. Tasks are completed with variations to plan identified and reported</p> <p>e. Inability to complete operations are relayed to appropriate personnel in accordance with workplace procedures</p>

Range Of Variables

ORGANISE TRANSPORT WORKLOAD

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery b. Work is performed under generally indirect supervision c. Work involves the application of the basic principles and routine procedures to organise own transport workload as part of courier/delivery operations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night: b. Customers may be internal or external c. Operations may be undertaken on- or off-base site d. Work activities may be routine or adopted for purposes involving courier deliveries, related clerical, packing and or load shifting activities and activities associated with the planning of work e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

ORGANISE TRANSPORT WORKLOAD

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Communication in the work area may include:</p> <ul style="list-style-type: none"> h.1. fixed phone h.2. mobile phone h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications <p>i. Personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunglasses and UV protection i.4. two-way radios i.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals a.2. induction documentation a.3. competency standards and training materials a.4. job specifications and procedures a.5. manufacturer's specifications for relevant equipment a.6. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items a.7. workplace procedures and policies for courier/delivery operations a.8. supplier and/or client instructions a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

ORGANISE TRANSPORT WORKLOAD

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate means to secure loads within requirements for safe handling of goods and vehicle a.2. communicate effectively in writing a.3. respond appropriately to telephone and verbal inquiries a.4. identify hazards associated with the goods to be transported a.5. identify required permits a.6. use appropriate communication strategies and equipment a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation a.9. identify and safely handle equipment required to sort and store mail a.10. apply hierarchy of hazard control a.11. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory mass and loading regulations and permit requirements b. OHS and procedures and guidelines relevant to courier/delivery operations c. Risks in courier/delivery operations and related precautions to control the risk d. Workplace procedures and policies for organising transport loads in courier/delivery operations e. Housekeeping standards and procedures required in the workplace f. Requirements of courier work systems/operations and relevant equipment g. Methods and strategies for organising transport loads in courier/delivery operations h. Ability to identify and correctly use equipment required when organising loads i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to modify activities depending on differing workplace contexts, risk situations and environments k. Ability to read and comprehend simple statements in English l. Ability to estimate the size, shape and special delivery requirements of mail/courier articles
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise transport loads in courier/delivery operations, and/or a.2. organise transport loads in an appropriate range of operational contexts

Evidence Guide (continued)

ORGANISE TRANSPORT WORKLOAD

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. selecting appropriate means to secure loads within requirements for safe handling of goods and vehicle a.2. communicating effectively in writing a.3. responding appropriately to telephone and verbal inquiries a.4. identifying hazards associated with the goods to be transported a.5. identifying required permits a.6. using appropriate communication strategies and equipment a.7. locating, interpreting and applying relevant information a.8. maintaining workplace records and documentation a.9. identifying and safely handling equipment required to sort and store mail a.10. applying hierarchy of hazard control a.11. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to courier/delivery operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions on courier/delivery operations b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any potential difficulties in courier/transport operations in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to mail, delivery items, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to lead and facilitate work teams including participating and providing leadership in team planning, developing team commitment and cooperation, managing and developing team performance, and participating in, and facilitating the work of work teams/groups.

ELEMENT	PERFORMANCE CRITERIA
1. Participate in team planning	<ul style="list-style-type: none"> a. The team establishes clearly defined goals, purpose, roles, responsibilities and accountabilities within the organisation's goals and objectives b. The team performance plan contributes to the organisation's business plan, policies and practices c. The team agrees to processes to monitor and adjust its performance within the organisation's continuous improvement policies d. The team includes in its plans ways in which it can benefit from the diversity of its membership
2. Develop team commitment and cooperation	<ul style="list-style-type: none"> a. The team uses open communication processes to obtain and share information b. The team encourages and exploits innovation and initiative c. Support is provided to the team to develop mutual concern and camaraderie
3. Manage and develop team performance	<ul style="list-style-type: none"> a. The team is supported in making decisions within agreed roles and responsibilities b. The results achieved by the team contribute positively to the organisation's business plans c. Team and individual competencies are monitored regularly to confirm that the team is able to achieve goals d. Mentoring and coaching supports team members to enhance personal and collective knowledge and skills e. Delegates' performance is monitored to confirm that they have completed the relevant delegation(s)/assignment(s)
4. Encourage and facilitate the work of teams	<ul style="list-style-type: none"> a. Team effectiveness is encouraged and enhanced through active participation in team activities and communication processes b. Individuals and teams are actively encouraged to take individual and joint responsibility for actions c. The team receives support to identify and resolve problems which impede performance

Range Of Variables

FACILITATE WORK TEAMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in the facilitation of work teams or groups b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives d. Work involves responsibility for facilitating and encouraging the work of work teams/groups and the provision of leadership to others in the establishment and achievement of team objectives
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi site location a.2. large, medium and/or small organisations b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Teams may be: <ul style="list-style-type: none"> d.1. new or long established d.2. within a functional area d.3. drawn from across the organisation e. Team membership may be changing on a regular basis or evolving within the overall context of change within the enterprise f. Team members/leaders may include: <ul style="list-style-type: none"> f.1. English-speaking persons f.2. multilingual staff f.3. persons with limited ability to communicate in English f.4. persons from a range of cultural backgrounds g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. members and leaders of work teams g.2. other employees and supervisors g.3. customers/clients g.4. manufacturers and suppliers g.5. relevant authorities g.6. management g.7. union representatives g.8. OHS specialists, g.9. other maintenance, professional or technical staff

Range Of Variables (continued)

FACILITATE WORK TEAMS

VARIABLE	SCOPE
2 Worksite environment (continued)	<ul style="list-style-type: none"> h. Communications systems may involve: <ul style="list-style-type: none"> h.1. face-to-face discussions or group meetings h.2. telephone h.3. fax h.4. email h.5. mail i. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> i.1. company plans/procedures i.2. enterprise plans/procedures i.3. organisational plans/procedures i.4. established plans/procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documentation may include: <ul style="list-style-type: none"> a.1. workplace policies and procedures a.2. customer/client instructions and requirements a.3. customer service standards and procedures a.4. workplace products and services information a.6. quality assurance standards and procedures a.7. relevant agreements, regulations and codes of practice, including the Australian standards relevant to services and operations a.8. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.9. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.10. emergency procedures a.11. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. regulations on Equal Opportunity, Equal Employment Opportunity and Affirmative Action a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

FACILITATE WORK TEAMS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply leadership skills to the completion of projects including the allocation and delegation of tasks, taking into account task requirements, development needs and organisational policy a.2. manage own work to achieve organisational goals and required results a.3. provide clear direction when devolving responsibility and accountability a.4. monitor team performance including mediating and resolving issues surrounding diverse work styles, aspirations, cultures and perspective, maximising positive outcomes for the organisation and the individuals within it a.5. apply techniques to encourage appropriate participation of team/group members in networking with other teams/groups for mutual benefit a.6. research, interpret and apply relevant information a.7. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the facilitation of work teams d. Mechanisms to encourage team decision making, reward and support team achievement e. Coaching and mentoring approaches to support team members to share knowledge and skills f. Workplace policies and plans including procedures for training and assessment g. Strategies to implement continuous improvement processes h. Typical problems that can occur when facilitating work teams and related appropriate action that can be taken i. Ability to lead and encourage others j. Ability to negotiate and work effectively with others k. Ability to identify improvements to services, resource allocation and use l. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks m. Ability to plan work activities, including predicting consequences and identifying improvements
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to facilitate and provide leadership to work teams, and/or a.2. facilitate and provide leadership to work teams in an appropriate range of operational contexts

FACILITATE WORK TEAMS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. applying leadership skills to the completion of projects including the allocation and delegation of tasks, taking into account task requirements, development needs and organisational policy a.2. managing own work to achieve organisational goals and required results a.3. providing clear direction when devolving responsibility and accountability a.4. monitoring team performance including, mediating and resolving issues surrounding diverse work styles, aspirations, cultures and perspective and maximising positive outcomes for the organisation and the individuals within it a.5. applying techniques to encourage appropriate participation of team/group members in networking with other teams/groups for mutual benefit a.6. researching, interpreting and applying relevant information a.7. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies b.4. customer service standards and procedures b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any team problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to work in a socially diverse environment, including the development and application of the cultural awareness that is required by all people working in the transport and distribution industries. It includes the cultural awareness required for serving customers and working with colleagues from diverse backgrounds.

This unit is equivalent to the Tourism and Hospitality unit THHCOR02A but has been customised to the requirements of the Transport and Distribution Industry.

ELEMENT	PERFORMANCE CRITERIA
1. Communicate with customers and colleagues from diverse backgrounds	<ul style="list-style-type: none"> a. Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity b. Verbal and non-verbal communication takes account of cultural differences c. Where language barriers exist, efforts are made to communicate through use of gestures or simple words in the other person's language d. Assistance from colleagues, reference books or outside organisations is obtained when required
2. Deal with cross-cultural misunderstandings	<ul style="list-style-type: none"> a. Issues which may cause conflict or misunderstanding in the workplace are identified b. Difficulties are addressed with the appropriate people and assistance is sought from team leaders c. When difficulties or misunderstandings occur, possible cultural differences are considered d. Efforts are made to resolve the misunderstanding, taking account of cultural considerations e. Issues and problems are referred to the appropriate team leader/supervisor for follow-up

Range Of Variables

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace procedures and relevant anti-discrimination and equal employment opportunity regulations b. Work is performed with limited or minimum supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of communication principles and problem-solving techniques to facilitate work in a socially diverse environment
2. Worksite environment	<ul style="list-style-type: none"> a. Cultural differences may include but are not limited to those of the following nature (examples only): <ul style="list-style-type: none"> a.1. race a.2. language a.3. special needs a.4. disabilities a.5. family-structure a.6. age a.7. sexual preference b. Possible cultural differences may include but are not limited to: <ul style="list-style-type: none"> b.1. language spoken b.2. forms of address b.3. levels of formality/informality b.4. non-verbal behaviour b.5. work ethics b.6. personal grooming b.7. family obligations b.8. recognised holidays b.9. special needs b.10. product preferences c. Attempts to overcome language barriers may be made to: <ul style="list-style-type: none"> c.1. meet and greet/farewell customers c.2. give simple directions c.3. give simple instructions c.4. answer simple enquiries c.5. prepare for, serve and assist customers c.6. describe goods and services d. Outside organisations may include but are not limited to: <ul style="list-style-type: none"> d.1. interpretative services d.2. diplomatic services d.3. local cultural organisations d.4. appropriate government agencies d.5. educational institutions e. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> e.1. company plans/procedures e.2. enterprise plans/procedures e.3. organisational plans/procedures e.4. established plans/procedures

Range Of Variables (continued)

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

3. Sources of information/documents	a. Information may include: a.1. workplace procedures a.2. guideline documents on cultural differences and how to deal with them a.3. documents that provide information on equal employment opportunity principles and obligations and anti-discrimination regulations
4. Applicable regulations and legislation	a. Applicable legislation may include: a.1. Australian and State/Territory anti-discrimination legislation a.2. Australian and State/Territory equal opportunity legislation

Evidence Guide

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none">a. Assessment must confirm appropriate knowledge and skills to:<ul style="list-style-type: none">a.1. be aware of cultural differences amongst colleagues/customersa.2. communicate with customers and colleagues from diverse backgroundsa.3. deal with cross-cultural misunderstandings.b. The focus of this unit will vary depending on the cultural context of the workplace and the cultural background of the individual. Assessment should take account of the cultural variances and requirements that apply in particular situations.
2. Interdependent assessment of units	<ul style="list-style-type: none">a. This is a unit that may underpin effective performance in all other units. It is recommended that this unit is assessed/trained in conjunction with other relevant operational and customer service units.
3. Required knowledge and skills	<ul style="list-style-type: none">a. Principles of Equal Employment Opportunity (EEO) and anti-discrimination legislation as they apply to individual employeesb. Recognition of the different cultural groups in Australian societyc. Basic knowledge of the culture of Australia's indigenous and non-indigenous peoplesd. Recognition of various international customer groups (as appropriate to the sector and individual workplace)e. Principles that underpin cultural awarenessf. Knowledge of what it means to be 'culturally aware'g. Ability to communicate effectively with customers and colleagues from a broad range of backgrounds as required for the relevant job roleh. Typical cross-cultural misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with themi. Ways of overcoming language barriers in the workplace
4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to work in a socially diverse environment, and/ora.2. work in a socially diverse environment in an appropriate range of different situations

Evidence Guide (continued)

WORK IN A SOCIALLY DIVERSE ENVIRONMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. communicating with customers and colleagues from diverse backgrounds</p> <p>a.2. dealing with cross-cultural misunderstandings in the workplace</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. EEO and anti-discrimination regulations</p> <p>b.2. job procedures and work instructions</p> <p>c. Action is taken promptly to report and/or rectify any identified cultural misunderstandings in accordance with company procedures</p> <p>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>e. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p> <p>b. Evidence of competence should relate to different communication and customer service contexts and may need to be collected over a period of time</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	-	1	-

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate and prioritise courier/delivery operations including identifying work requirements, planning and preparing for work, undertaking work operations, adjusting to changing work priorities, and completing work activities to operational requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Identify work requirements	<ul style="list-style-type: none"> a. Work requirements and specific customer requirements interpreted and, where necessary, clarified b. Pick-up and delivery points are located c. Size, weight and configuration of materials to be couriered are identified d. Equipment required to facilitate pick-up and delivery is identified
2. Plan and prepare for work	<ul style="list-style-type: none"> a. Work is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities b. Planned steps and outcomes are checked to ensure conformity with instructions and work requirements c. Work sequence is identified and, where necessary, relayed to base d. Required resources are selected
3. Undertake work operations	<ul style="list-style-type: none"> a. Work operations are undertaken in accordance with plan and quality requirements and within operating capacity of the equipment and operator b. Difficulties/uncertainties occurring during operations are identified and alternative strategies determined c. Pick-up and delivery of materials is undertaken in accordance with workplace quality procedures
4. Adjust to changing work priorities	<ul style="list-style-type: none"> a. Work plan or route is adjusted/modified to meet changing priorities and circumstances b. Changes to work plan are relayed to base
5. Complete work operations	<ul style="list-style-type: none"> a. Work operations are reviewed to ensure outcomes have met customer requirements and quality outcomes b. Workplace documentation is completed c. Operational capacity of equipment is checked and returned to storage area (where applicable) d. Security of goods is maintained in accordance with enterprise procedures

Range Of Variables

PRIORITISE COURIER/DELIVERY OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations for the transport of articles for courier delivery b. Work is performed under generally indirect supervision c. Work involves the application of the basic principles and routine procedures to the prioritisation of courier/delivery operations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Operations may be undertaken on- or off-base site d. Equipment required to facilitate pick-up and delivery may include: <ul style="list-style-type: none"> d.1. trolleys d.2. lifting devices d.3. rollers d.4. tarpaulins d.5. packing materials d.6. ropes d.7. securing devices e. Difficulties/uncertainties may include: <ul style="list-style-type: none"> e.1. road and traffic conditions e.2. changing weather conditions e.3. time of travel e.4. load requirements e.5. changes in delivery and pick-up instructions f. Hazards may include: <ul style="list-style-type: none"> f.1. vehicular traffic and pedestrians f.2. uneven ground, steps, road surfaces f.3. dust and vapours f.4. hazardous or dangerous materials f.5. humidity, air temperature and radiant heat f.6. light including UV f.7. noise g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. clients h.2. other employees and supervisors h.3. management h.4. union representatives h.5. industrial relations, Occupational Health and Safety specialists h.6. other professional or technical staff

Range Of Variables (continued)

PRIORITISE COURIER/DELIVERY OPERATIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. fixed phone i.2. mobile phone i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. sunglasses and UV protection j.4. two-way radios j.5. high visibility clothing
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. operations manuals a.2. induction documentation a.3. competency standards and training materials a.4. manufacturer's specifications for relevant equipment a.5. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items a.6. workplace procedures and policies for the prioritisation of courier/delivery operations a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. State/Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

PRIORITISE COURIER/DELIVERY OPERATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select appropriate methods to secure mail/items for delivery a.2. identify and clarify pick-up and courier/delivery requirements a.3. plan and prepare for courier activities a.4. identify and respond to uncertainties and difficulties in courier/delivery operations a.5. adjust to changing priorities within work operations a.6. identify hazards associated with the courier/delivery operations a.7. use appropriate communication strategies and equipment a.8. locate, interpret and apply relevant information a.9. complete and review courier operations a.10. identify and safely handle equipment required to sort and store mail a.11. apply hierarchy of hazard control a.12. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory mass and loading regulations b. OHS procedures and guidelines relevant to courier/delivery operations c. Risks in courier/delivery operations and related precautions to control the risk d. Workplace procedures and policies for the coordination and prioritisation of courier/delivery operations e. Housekeeping standards and procedures required in the workplace f. Requirements of courier work systems/operations and relevant equipment g. Methods and strategies for the prioritisation of courier/delivery operations h. Ability to identify and correctly use equipment required when coordinating courier/delivery operations i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English k. Ability to estimate the size, shape and special delivery requirements of mail articles
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to coordinate and prioritise courier/delivery operations, and/or a.2. coordinate and prioritise courier/delivery operations in an appropriate range of operational contexts

PRIORITISE COURIER/DELIVERY OPERATIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. selecting appropriate methods to secure mail/items for delivery a.2. identifying and clarifying pick-up and courier/delivery requirements a.3. planning and preparing for courier activities a.4. identifying and responding to uncertainties and difficulties in courier/delivery operations a.5. adjusting to changing priorities within work operations a.6. identifying hazards associated with courier/delivery operations a.7. using appropriate communication strategies and equipment a.8. locating, interpreting and applying relevant information a.9. completing and reviewing courier operations a.10. identifying and safely handling equipment required to sort and store mail a.11. applying hierarchy of hazard control a.12. using safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to courier/delivery operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions for the prioritisation of courier/delivery operations b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any potential difficulties in courier operations of mail in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to mail, delivery items, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

TDTH401A IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

Field H Route Planning and Navigation

DESCRIPTION:

This unit involves the skills and knowledge required to identify, and describe major roads, services and attractions as part of transport operations including the local geographical details and features of major roads, transport interchanges, suburbs, landmarks, public services and facilities, tourist attractions and central business districts. It covers the knowledge and skills required by taxi drivers, bus/coach drivers and other transport operators to locate roads, services and attractions both on a map and, where required, physically.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Locate all major roads, highways and suburbs in a metropolitan area</p>	<ul style="list-style-type: none"> a. Major roads are identified and located on a map and/or physically b. Suburbs along, and at the end of, major roads are identified and located on a map and/or physically c. Suburbs accessed by on- and off-freeway ramps are identified and located on a map and/or physically d. The main suburbs, with relation to geographical sectors (east, west, north and south) are identified in order of closest proximity to the central business district e. Bus/taxi lanes into and out of the central business district are located on a map and/or physically
<p>2. Locate transport interchanges, jetties, ports, stations and terminals</p>	<ul style="list-style-type: none"> a. Major transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically b. Major connecting roads entering and exiting main transport interchanges, terminals, jetties, ports and rail stations are identified and located on a map and/or physically c. Established taxi ranks at main transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically d. Special transport, safety, taxi and/or financial requirements for entering and exiting main transport interchanges, jetties, ports, terminals and stations are observed
<p>3. Identify main public services and facilities</p>	<ul style="list-style-type: none"> a. Maps and other geographical and tourist information are identified and accessed in accordance with workplace procedures b. Key tourist locations are located both on a map and/or physically, and their features described c. Key public services are located on a map and/or physically and described d. Main scenic routes, places and landmarks of interest to tourists are able to be determined and features described in an appropriate manner

- 4 Locate key features in a central business district
 - a. Streets, major buildings and traffic flow directions of the central business district and city centre are identified and located both on a map and/or physically
 - b. City hotels are identified and located both on a map and/or physically
 - c. Exit and entry points to the city are determined in relation to a final destination
 - d. Transport interchanges and main taxi ranks in the city centre and central business district are identified and located both on a map and/or physically

Range Of Variables

IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant transport regulations and workplace procedures b. Work is performed under general or limited supervision c. Work involves the application of basic research and map reading principles and procedures to the location of roads, services and attractions both on a map and, where required, physically
2. Worksite environment	<ul style="list-style-type: none"> a. This unit covers work of transport personnel who need to locate roads, services and attractions as part of transport operations. It includes all road transport passenger-carrying vehicles. It is specifically suited to the drivers of taxicabs, small charter vehicles, coaches, limousines and private charter vehicles involving the transport of passengers, including tourists. b. Operations may be conducted in a range of work environments including: <ul style="list-style-type: none"> b.1. operations conducted day or night b.2. in the vehicle, on the road, both stationary and mobile b.3. travel service within a metropolitan or regional district b.4. in a range of typical weather conditions b.5. transport of fare-paying passengers including tourists c. Road conditions and traffic flows might include: <ul style="list-style-type: none"> c.1. wet or stormy weather c.2. fog and/or low lying cloud resulting in poor visibility c.3. peak-hour traffic congestion c.4. road-accidents and obstructions impeding traffic flow c.5. road works d. Map areas may include: <ul style="list-style-type: none"> d.1. metropolitan areas d.2. country and regional areas d.3. interstate locations e. Tourist locations may include: <ul style="list-style-type: none"> e.1. sporting, entertainment and recreational venues such as horse racing venues, sporting venues and stadiums, theatres, entertainment centres, ballrooms, cinemas, casinos and gaming venues, river and coastal entertainment and recreational locations, main golf courses, show grounds, adventure and marine parks e.2. tourist centres and major hotels/motels e.3. main tourist attractions in specified areas e.4. significant cultural and arts centres and venues such as cultural centres, museums, art galleries, state library, concert halls, theatres e.5. significant historical buildings in specified areas e.6. vineyard districts (where relevant) e.7. main coastal attractions and landmarks (where relevant) such as bays, beaches, buildings, restaurants, look-out points, marinas and boat harbours

Range Of Variables (continued)

IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Public service locations may include:</p> <ul style="list-style-type: none"> f.1. public/secondary schools and tertiary education institutions f.2. all main public hospitals, emergency entrances (and existing taxi ranks servicing the hospitals) f.3. main police, ambulance and fire stations f.4. major suburban shopping centres f.5. main public parks and reserves such as botanical gardens, public parks and gardens, wetland areas, and nature reserves <p>g. Transport interchanges may include:</p> <ul style="list-style-type: none"> g.1. domestic and international airports and terminals for private and commercial airplanes g.2. sea and river ports, jetties and terminals g.3. bus station interchanges g.4. commuter and long distance railway stations <p>h. Communication in the work area may include:</p> <ul style="list-style-type: none"> h.1. mobile and fixed phones h.2. radio h.3. oral, aural or signed communications <p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace protocols, procedures and policies a.2. route specifications a.3. maps and street directories a.4. tourism information a.5. published information on roads, services and attractions a.6. relevant State/Territory road rules and traffic acts a.7. competency standards and training materials a.8. customer requirements a.9. quality assurance procedures a.10. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory regulations, road rules and traffic acts a.2. relevant State/Territory OHS regulations and procedures

IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and locate all main arterial roads a.2. identify entry and access to major road systems a.3. identify and locate metropolitan suburbs a.4. select the most appropriate routes, entering and exiting the city centre a.5. identify roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations a.6. identify and locate main hotels, motels and tourist attractions a.7. identify city centre streets, major buildings and traffic flows a.8. complete required workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and road laws b. Workplace procedures for identifying and locating roads, services and attractions c. Knowledge that may be required when locating roads, services and attractions, including: <ul style="list-style-type: none"> c.1. main arterial roads c.2. entry and access points to major road systems c.3. location of metropolitan suburbs c.4. most appropriate routes for entering and exiting a city centre c.5. roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations c.6. location of main hotels, motels and tourist attractions in a specified area c.7. location of city centre streets and major buildings and traffic flows c.8. bus and emergency lane usage c.9. restrictions to traffic movement at major intersections c.10. traffic patterns and densities c.11. road signs and route markers d. Ability to identify and correctly use maps and other information about the location and features of roads, services and attractions e. Ability to physically locate identified roads, services and attractions (i.e. driving to the location) f. Ability to plan own work including predicting consequences and identifying improvements g. Ability to modify activities depending on differing workplace contexts, risk situations and environments h. Ability to monitor and anticipate traffic hazards i. Ability to select approved and most economic routes

IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to identify and locate roads, services and attractions, and/or a.2. identify and locate roads, services and attractions in an appropriate range of transport contexts
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying and locating all main arterial roads a.2. identifying entry and access to major road systems a.3. identifying and locating metropolitan suburbs a.4. selecting the most appropriate routes, entering and exiting the city centre a.5. identifying roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations a.6. identifying and locating main hotels, motels and tourist attractions a.7. identifying city centre streets, major buildings and traffic flows a.8. completing required workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant road transport regulations and codes b.2. workplace procedures and instructions concerning identification and location of roads, services and attractions b.3. following guidelines and instructions relating to use of maps and street directories and tourist information b.4. applying quality assurance procedures (where existing) c. Action is taken promptly to report any difficulties in identifying/locating roads, services and attractions in accordance with workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to coordinate quality customer service in operations including planning to meet internal and external customer requirements, ensuring delivery of quality service, and monitoring, adjusting and reporting customer service.

ELEMENT	PERFORMANCE CRITERIA
1. Plan to meet internal and external customer requirements	<ul style="list-style-type: none"> a. The needs of customers are researched, understood and assessed, and taken into account in the planning of the company's products and services b. Provision is made in plans to achieve the quality, time and costs specifications agreed with customers
2. Ensure delivery of quality service	<ul style="list-style-type: none"> a. Individual/team performance consistently meets quality, safety, resource and delivery standards b. Coaching and mentoring assists colleagues overcome difficulty in meeting customer service standards c. Delivery of services and products is coordinated and managed to ensure it effectively and efficiently meets agreed quality standards
3. Monitor, adjust and report customer service	<ul style="list-style-type: none"> a. Company's systems are used to monitor progress in achieving product/service targets and standards b. Customer feedback is sought and used to improve the provision of products/services c. Decisions to overcome identified problems with products/services are made in consultation with relevant individuals/groups d. Adjustments/recommendations (as required) are made to products/services e. Those who have a role in products/services planning and delivery are informed of changes f. Records, reports and recommendations are managed within the company's systems and processes

Range Of Variables

COORDINATE QUALITY CUSTOMER SERVICE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations b. Work is performed under general supervision c. Work involves the application of the routine procedures to the coordination of quality customer service
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Operations may be undertaken on- or off-base site or workplace d. Coordination of workplace policies for the provision of customer service may include: <ul style="list-style-type: none"> d.1. level of service provision d.2. scheduling of operations d.3. delivery of services e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. clients e.2. other employees and supervisors e.3. management e.4. union representatives e.5. industrial relations and OHS specialists e.6. other professional or technical staff e.7. local government authorities f. Hazards may include: <ul style="list-style-type: none"> f.1. vehicular traffic and pedestrians f.2. uneven ground, steps, road surfaces f.3. dust and vapours f.4. hazardous or dangerous materials f.5. humidity, air temperature and radiant heat f.6. light including UV f.7. noise g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. fixed phone h.2. mobile phone h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications

Range Of Variables (continued)

COORDINATE QUALITY CUSTOMER SERVICE

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. operations manuals a.2. induction documentation a.3. competency standards and training materials a.4. manufacturer's specifications for relevant equipment a.5. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail a.6. workplace procedures and policies for the preparation of mail for delivery a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. customer service and quality assurance standards and procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State /Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail a.3. relevant State/Territory environmental protection legislation a.4. relevant State/Territory OHS legislation

COORDINATE QUALITY CUSTOMER SERVICE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. manage work to achieve required outcomes a.2. operate within budget(s) a.3. identify means to improve service to customers a.4. consult appropriately to introduce (any) required improvements to customer service provision a.5. use information management systems a.6. provide customer/client service and work effectively with colleagues a.7. adapt customer service implementation systems to particular purposes a.8. support group members to implement improved customer service a.9. communicate effectively in writing a.10. respond appropriately to telephone and verbal inquiries a.11. use appropriate communication strategies and equipment a.12. locate, interpret and apply relevant information a.13. maintain workplace records and documentation a.14. identify and safely handle equipment required to sort and store mail a.15. apply hierarchy of hazard control a.16. use safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State /Territory standards, regulations and codes of practice b. OHS procedures and guidelines relevant to workplace operations c. Risks involved in workplace operations and related precautions to control the risk d. Workplace procedures and policies for the coordination of quality customer services in workplace operations e. Customer and market characteristics f. The role of customer service in company profitability g. Requirements of workplace systems/operations and relevant equipment h. Ability to identify and correctly use equipment, processes and procedures i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to coordinate quality customer service in workplace operations, and/or a.2. coordinate quality customer service in an appropriate range of workplace contexts

Evidence Guide (continued)

COORDINATE QUALITY CUSTOMER SERVICE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. managing work to achieve desired required outcomes a.2. operating within budget(s) a.3. identifying means to improve service to customers a.4. consulting appropriately to introduce (any) required improvements to customer service provision a.5. using information management systems a.6. providing customer/client service and working effectively with colleagues a.7. adapting customer service implementation systems to particular purposes a.8. supporting group members to implement improved customer service <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to workplace operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions related to the coordination of quality customer services b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any potential customer service problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to apply routine customer service skills to relevant workplace operations including dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs.

ELEMENT	PERFORMANCE CRITERIA
1. Deal with customer inquiries	<ul style="list-style-type: none"> a. Customer inquiries are dealt with courteously and efficiently both by phone and face to face b. Questions are used to clarify the customer's needs or concerns c. Assistance from other staff is sought when a customer's inquiry cannot be fully answered d. Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs e. Customer inquiries and associated action are recorded and reported in accordance with workplace procedures
2. Monitor customer satisfaction	<ul style="list-style-type: none"> a. Customer is greeted cordially in accordance with workplace procedures b. Customer requirements are dealt with according to workplace procedures c. Special needs are addressed within workplace policies d. Appropriate feedback is provided to managers and internal and/or external customers

Range Of Variables

APPLY CUSTOMER SERVICE SKILLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace standards and procedures for the provision of customer service b. Work is performed under supervision c. Work involves the application of established routine customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. Customer service is provided in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight b. Workplace activities may be conducted by day or night in any weather conditions c. Customers may be internal or external d. Requirements for work may include: <ul style="list-style-type: none"> d.1. site restrictions and procedures d.2. relevant domestic and international regulations d.3. security procedures d.4. communications equipment d.5. hours of operation d.6. authorities and permits d.7. use of safety and personal protection equipment e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. existing and potential customers/clients e.2. other employees and supervisors e.3. suppliers e.4. manufacturers e.5. relevant authorities e.6. management e.7. union representatives e.8. OHS specialists e.9. other maintenance, professional or technical staff f. Communications systems may involve: <ul style="list-style-type: none"> f.1. face-to-face conversation f.2. telephone f.3. fax f.4. email f.5. electronic data transfer of information (EDI) f.6. mail g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. workplace procedures g.3. organisational procedures g.4. established procedures

Range of Variables (continued)

APPLY CUSTOMER SERVICE SKILLS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and customer service standards a.2. job specifications a.3. operations manuals and instructions a.4. induction documentation a.5. competency standards and training materials a.6. manufacturer's specifications, instructions and advice including material safety data sheets a.7. workplace operating procedures and policies a.8. supplier and/or client instructions a.9. relevant Australian and international regulations, codes, standards and certification requirements a.10. OHS procedures a.11. quality assurance procedures a.12. emergency procedures a.13. customer service manuals
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory and international regulations, codes and procedures a.2. relevant Australian and international standards and certification requirements a.3. dangerous goods and hazardous substances codes and regulations a.4. relevant State/Territory OHS legislation a.5. relevant State/Territory environmental protection legislation a.6. relevant anti-discrimination legislation a.7. relevant privacy and confidentiality legislation a.8. relevant freedom of information requirements

APPLY CUSTOMER SERVICE SKILLS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. analyse process functions and problems a.2. apply customer service policies, standards and procedures a.3. use appropriate workplace language and communication technologies a.4. locate, interpret and apply relevant information a.5. maintain workplace records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Knowledge of relevant duty of care responsibilities b. Relevant OHS and environmental procedures and regulations c. Workplace procedures relevant to work activities d. Customer service policies and procedures e. Products and/or services provided by the workplace concerned f. Sources of information/documentation needed for workplace operations g. Types of operations carried out in the workplace concerned h. Ability to read and interpret instructions, procedures and labels relevant to work activities i. Ability to write simple reports and records of inquiries j. Ability to effectively handle customer queries and complaints k. Ability to effectively use interpersonal skills l. Ability to use appropriate communication skills, including telephone techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply customer service skills within workplace activities, and/or a.2. apply customer service skills within workplace activities in an appropriate range of operational contexts

Evidence Guide (continued)

APPLY CUSTOMER SERVICE SKILLS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. analysing process functions and problems a.2. applying customer service policies, standards and procedures a.3. using appropriate workplace language and communication technologies a.4. locating, interpreting and applying relevant information a.5. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant duty of care responsibilities b.2. OHS policies and procedures b.3. customer service procedures and standards b.4. quality assurance procedures (where existing) b.5. workplace procedures and instructions (including security and housekeeping procedures) b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any identified customer service problems/complaints in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

DESCRIPTION:
 This unit involves the skills and knowledge required to market services and products to clients including recognising and acting upon opportunities to promote products and services, establishing and maintaining contact with clients, and negotiating and closing sales in accordance with statutory retail practice and workplace procedures.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Recognise opportunities to promote products and services</p>	<ul style="list-style-type: none"> a. Products and services available for on-selling from the enterprise are identified b. Technical specifications and application(s) of products and services are identified c. Applicability of products and or services are matched to particular clients or client groups d. Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements e. Where appropriate, clients are referred to expert personnel or services
<p>2. Establish and maintain contact with clients</p>	<ul style="list-style-type: none"> a. Communication with clients is established and maintained to develop a professional relationship b. Clients are informed of the full range of business products c. Follow-up contacts with clients are made on client request and in accordance with enterprise policy
<p>3. Negotiate sales</p>	<ul style="list-style-type: none"> a. Potential sales opportunities are recognised and acted upon b. Negotiations with clients maintain enterprise professional standards and client satisfaction
<p>4. Close sales</p>	<ul style="list-style-type: none"> a. Documentation of the agreement is completed in accordance with enterprise policy, incorporating any special requirements b. Contact with customers is maintained until sale is completed c. After-sales service is provided in accordance with enterprise procedures and statutory requirements

Range Of Variables

MARKET SERVICES AND PRODUCTS TO CLIENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in marketing services and products to clients b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves responsibility for marketing services and products to clients and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and/or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Products may be existing or potential e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. existing and potential customers/clients e.2. other employees and supervisors e.3. suppliers e.4. manufacturers e.5. relevant authorities e.6. management e.7. union representatives e.8. OHS specialists e.9. other maintenance, professional or technical staff f. Communications systems may involve: <ul style="list-style-type: none"> f.1. face-to-face conversation f.2. telephone f.3. fax f.4. email f.5. electronic data transfer of information (EDI) f.6. mail g. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> g.1. company plans/procedures g.2. enterprise plans/procedures g.3. organisational plans/procedures g.4. established plans/procedures

Range Of Variables (continued)

MARKET SERVICES AND PRODUCTS TO CLIENTS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures for the marketing of services and products a.2. current and potential customer/client instructions and assessed requirements a.3. customer service standards and procedures a.4. workplace products and services information a.6. quality assurance standards and procedures a.7. relevant agreements, codes of practice including the national standards for services and operations a.8. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.9. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.10. legislation, regulations and related documentation relevant to business operations a.11. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

MARKET SERVICES AND PRODUCTS TO CLIENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. manage sales of products and services to achieve business goals and key performance indicators a.2. use product and market knowledge to improve services and work processes a.3. develop and maintain positive, professional relationships with customers a.4. mediate and resolve issues involving customers to maximise positive outcomes for the organisation and the customer a.5. maintain workplace records and appropriate statistical data a.6. develop relationships with clients and potential clients to assist in achieving goals/results a.7. locate, interpret and apply relevant information to assist clients to identify relevant products and services a.8. communicate effectively in writing and orally to explain business services
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the marketing of services and products to clients d. Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality e. Strategies to implement continuous improvement processes f. Focus of operation of marketing systems and resources g. Typical problems that can occur when marketing services and products to clients and related appropriate action that can be taken h. Ability to survey and assess market requirements i. Ability to negotiate and work effectively with others j. Ability to plan work activities, including predicting consequences and identifying improvements k. Ability to identify improvements to services, resource allocation and use l. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to market services and products to clients, and/or a.2. market services and products to clients in an appropriate range of operational contexts

MARKET SERVICES AND PRODUCTS TO CLIENTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. managing sales of products and services to achieve business goals and key performance indicators a.2. using product and market knowledge to improve services and work processes a.3. developing and maintaining positive, professional relationships with customers a.4. mediating and resolving issues involving customers to maximise positive outcomes for the organisation and the customer a.5. maintaining workplace records and appropriate statistical data a.6. developing relationships with clients and potential clients to assist in achieving goals/results a.7. locating, interpreting and applying information to assist clients to identify relevant products and services a.8. communicating effectively in writing and orally to explain business services <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the marketing of services and products to clients b.4. relevant guidelines relating to confidentiality of customers, clients and materials carried b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any marketing problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to provide information on freight forwarding services to customers, including dealing with customer freight forwarding inquiries and explaining the processes and parameters of freight forwarding services.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Deal with customer freight forwarding inquiries</p>	<p>a. Customer inquiries are dealt with courteously and efficiently</p> <p>b. Questions are used to clarify customer requirements, needs or concerns</p> <p>c. Information is accurately conveyed to the customer in a manner consistent with their level of understanding</p> <p>d. Areas not effectively dealt with are forwarded to other workplace personnel or external individuals/authorities in accordance with workplace procedures</p> <p>e. Follow-up procedures are undertaken in accordance with workplace procedures</p>
<p>2. Explain the process of freight forwarding</p>	<p>a. The freight forwarding chain of operations is explained to customers</p> <p>b. Parameters of freight forwarding services relevant to customer requirements are explained in accordance with company procedures</p> <p>c. Documentation concerning service provision is forwarded to the customer in accordance with workplace procedures</p>

Range Of Variables

PROVIDE FREIGHT FORWARDING SERVICES TO CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the carriage of freight b. Work is performed under general supervision, with some accountability and responsibility for self and others in achieving the prescribed outcomes c. Work involves the application of routine principles and procedures to the provision of freight forwarding information to customers
2. Worksite environment	<ul style="list-style-type: none"> a. Customer information may include: <ul style="list-style-type: none"> a.1. business structure a.2. general freight forwarding requirements a.3. legislative requirements a.4. information on export clearances a.5. documentation services a.6. freight charges b. Workplace activities may be conducted by day or night in any weather conditions c. Customers may be internal or external d. Environment may include movement of equipment, goods, materials and vehicular traffic e. Requirements for work may include: <ul style="list-style-type: none"> e.1. freight forwarding protocols and procedures e.2. communications equipment e.3. workplace operations e.4. authorities and permits e.5. hours of operation e.6. relevant regulations f. Parameters of freight forwarding services relevant to customer requirements may include: <ul style="list-style-type: none"> f.1. procedures for forwarding freight f.2. type of transport modes f.3. various consignment methods f.4. relevant legislative requirements f.5. required import/export documentation and requirements f.6. insurance requirements f.7. service costs f.8. payment requirements and procedures f.9. fiduciary and legal responsibilities of either party g. Communications systems may involve: <ul style="list-style-type: none"> g.1. face-to-face conversation g.2. telephone g.3. fax g.4. email g.5. electronic data transfer of information (EDI) g.6. mail

Range of Variables (continued)

PROVIDE FREIGHT FORWARDING SERVICES TO CUSTOMERS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. international and domestic agents, suppliers, clients h.3. relevant authorities and institutions h.4. management h.5. OHS specialists h.6. other professional or technical staff i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. competency standards and training materials a.3. manufacturer's/client specifications, instructions a.4. workplace operating procedures and policies a.5. supplier and/or client instructions a.6. Australian and International standards, criteria and certification requirements a.7. communications technology equipment, oral, aural or signed communications a.8. quality assurance procedures a.9. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable procedures and codes may include: <ul style="list-style-type: none"> a.1. regulations and codes of practice for the local and international transport of freight a.2. relevant regulations for the import and export of cargo a.3. Australian and international standards and certification requirements a.4. relevant State/Territory OHS legislation a.5. relevant regulations pertaining to trading and financial transactions a.6. relevant State/Territory environmental protection legislation

PROVIDE FREIGHT FORWARDING SERVICES TO CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. provide information to customers on freight forwarding operations a.2. advise on procedures and protocols for forwarding various cargo to different destinations a.3. advise on relevant export regulations and required documentation a.4. maintain enterprise records and documentation a.5. respond to customer inquiries effectively and efficiently
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant codes of practice and legislative requirements including local and international freight regulations b. Relevant OHS and environmental procedures and regulations c. Procedures and protocols for the provision of freight forwarding information to customers d. Sources of information/documentation needed when providing freight forwarding information to customers e. Customer service policies and procedures f. Ability to read and interpret instructions, procedures and labels relevant to the forwarding of freight g. Ability to locate, interpret and apply relevant information h. Ability to apply relevant codes of practice and legislative requirements including local and international freight i. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise the export of cargo, and/or a.2. organise the export of cargo in an appropriate range of operational transport and distribution contexts

PROVIDE FREIGHT FORWARDING SERVICES TO CUSTOMERS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. providing information to customers on freight forwarding operations a.2. advising on procedures and protocols for forwarding various cargo to different destinations a.3. advising on relevant export regulations and required documentation a.4. maintaining enterprise records and documentation a.5. responding to customer inquiries effectively and efficiently <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international freight regulations b.2. OHS policies and procedures b.3. workplace procedures and instructions (including security and housekeeping procedures) b.4. environmental protection procedures when driving a vehicle and carrying out pre-operational checks <p>c. Action is taken promptly to report and/or rectify any identified freight forwarding problems in accordance with relevant regulations and procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to provide freight forwarding information to customers in accordance with regulatory and workplace requirements including dealing with customer freight forwarding inquiries and explaining the process of freight forwarding upon request.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Deal with customer freight forwarding inquiries</p>	<ul style="list-style-type: none"> a. Customer inquiries are dealt with courteously and efficiently b. Questions are used to clarify customer requirements, needs or concerns c. Information is accurately conveyed to the customer in a manner consistent with their level of understanding d. Areas not effectively dealt with are forwarded to other enterprise personnel or external individuals/authorities in accordance with enterprise procedures e. Follow-up procedures are undertaken in accordance with enterprise procedures
<p>2. Explain the process of freight forwarding</p>	<ul style="list-style-type: none"> a. The freight forwarding chain of operations is explained to customers b. Parameters of service relevant to customer requirements are explained in accordance with workplace procedures c. Handling and documentation requirements for various types of goods are explained to customers including dangerous goods and hazardous substances d. Documentation concerning service provision is forwarded to the customer in accordance with enterprise procedures

Range Of Variables

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning freight forwarding b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the provision of freight forwarding information to customers as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Freight may include all forms of freight. Some freight may involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances. f. Parameters of freight forwarding service that may be explained to customers include: <ul style="list-style-type: none"> f.1. procedures for forwarding freight f.2. type of transport modes f.3. various consignment methods f.4. relevant legislative requirements f.5. required import/export documentation and requirements f.6. insurance requirements f.7. service costs f.8. payment requirements and procedures f.9. fiduciary and legal responsibilities of either party g. Customer information may include: <ul style="list-style-type: none"> g.1. business structure g.2. general freight forwarding requirements g.3. legislative requirements g.4. information on export clearances g.5. documentation services g.6. freight charges h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. exposure to chemicals h.2. exposure to dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic

Range Of Variables (continued)

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.3. internal documentation used for freight tracking a.4. codes of practice and regulations relevant to the transport of goods a.5. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. workplace procedures and policies a.9. supplier and/or client instructions a.10. dangerous goods declarations and material safety data sheets (where applicable) a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the transport of freighta.2. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. privacy legislationa.4. water and road use and license arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. read and interpret freight documentation a.2. provide information to customers on freight forwarding operations a.3. advise on procedures and protocols for forwarding various cargo to different destinations a.4. advise on relevant export regulations and required documentation a.5. maintain enterprise records and documentation a.6. respond to customer inquiries effectively and efficiently
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to freight forwarding, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies relevant to the provision of freight handling information to customers d. Focus of operation of work systems, equipment, management and site operating systems for the provision of freight handling information to customers e. Problems that may occur when providing freight handling information and appropriate action that can be taken to resolve the problems f. Explain the types of transport used in international trade and give advice on the most economical mode of transport g. Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances h. Workplace freight tracking system i. Housekeeping standards procedures required in the workplace j. Freight transport timetables, yard/terminal facilities, and site layout k. Ability to: <ul style="list-style-type: none"> k.1. select and use relevant computer/communication/office equipment when providing freight handling information k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. solve problems that arise when providing freight handling information k.4. read and interpret instructions, procedures and information relevant to the provision of freight handling information k.5. communicate effectively with others k.6. use required personal protective clothing and equipment conforming to industry and OHS standards

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain freight records, and/or a.2. maintain freight records in accordance with relevant regulatory requirements in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. reading and interpreting freight documentation a.2. providing information to customers on freight forwarding operations a.3. advising on procedures and protocols for forwarding various cargo to different destinations a.4. advising on relevant export regulations and required documentation a.5. maintaining workplace records and documentation a.6. responding to customer inquiries b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to freight forwarding services b.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions (including housekeeping and security procedures) b.5. manufacturer's instructions for the use of equipment b.6. procedures for the use of personal protection equipment b.7. obtaining assistance from other team members when required b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report and/or rectify any difficulties in providing freight handling information to customers in accordance with workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

PROVIDE FREIGHT FORWARDING INFORMATION TO CUSTOMERS

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	3	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to service freight customers in accordance with regulatory and workplace requirements including confirming freight customer needs, providing quotations, calculating freight charges, modifying products and services in response to identified customer needs, and promoting existing freight services.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Confirm freight customer needs</p>	<ul style="list-style-type: none"> a. Initial inquiries for freight service are handled promptly and courteously b. Nature of freight service required is established with the customer c. Ongoing customer liaison activities are maintained, where applicable, to establish future requirements d. Unusual or special requests for freight service are referred to appropriate personnel for resolution e. Support services required to meet customer's freight needs are established. f. Corporate or key account customer's freight needs are continuously monitored to ensure customer satisfaction
<p>2. Provide quotations</p>	<ul style="list-style-type: none"> a. Costs and conditions of the freight service(s) offered are provided to the customer b. Customer queries relating to quotations are answered promptly in accordance with workplace's guidelines c. Key account or potential key account quotations are handled in accordance with workplace's policies and procedures
<p>3. Calculate freight charges</p>	<ul style="list-style-type: none"> a. Confirmation is obtained that freight is weighed and/or measured using relevant mass or cubic calculation procedures b. Details relevant to charges are accurately recorded to ensure charge calculations can be verified c. Method of freight calculation applicable to the service and commodity is established in accordance with workplace policies and procedures d. Freight charges are accurately calculated and checked using relevant charge structures e. Freight charge discrepancies are recorded on relevant documentation for adjustment purposes

<p>4. Modify products and services</p>	<ul style="list-style-type: none"> a. Freight needs of assigned customers are assessed against current products and services offered by the workplace b. Freight services offered by other providers including State, national and overseas providers are continuously reviewed c. Requests for freight services not currently offered by the workplace are referred to appropriate personnel
<p>5. Promote existing freight service</p>	<ul style="list-style-type: none"> a. Existing freight services provided by the workplace are monitored b. Promotional activities, including information seminars, are participated in and responses are followed up c. Advertising programs promoting existing freight services are promoted to customers d. Potential new account customers are identified and details of existing freight services are explained e. Advantages of existing freight services are explained to potential customers

Range Of Variables

SERVICE FREIGHT CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning freight services b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the servicing of freight customers as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Freight services covers the application of all products and services offered by the workplace f. Promotional activities may include: <ul style="list-style-type: none"> f.1. public relations activities f.2. press releases f.3. open days f.4. in-house newsletters f.5. publications f.6. advertising programs f.7. seminars f.8. promotional briefings g. Support services can include: <ul style="list-style-type: none"> g.1. loading/unloading requirements g.2. load security/protection g.3. receipt personnel g.4. special vehicle access/parking h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. exposure to chemicals h.2. exposure to dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, customers and clients i.3. drivers and agents i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists i.7. other maintenance, professional or technical staff

Range Of Variables (continued)

SERVICE FREIGHT CUSTOMERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances a.3. internal documentation used for freight tracking a.4. codes of practice and regulations relevant to the servicing of freight customers a.5. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. workplace procedures and policies a.9. supplier and/or client instructions a.10. dangerous goods declarations and material safety data sheets (where applicable) a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

SERVICE FREIGHT CUSTOMERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for freight forwardinga.2. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. privacy legislationa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

SERVICE FREIGHT CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and confirm freight customer needs a.2. provide accurate quotations to meet customer needs a.3. calculate freight charges accurately a.4. promote existing freight services a.5. communicate and negotiate with customers a.6. select and appropriately use protective clothing a.7. locate, interpret and apply relevant information a.8. work effectively with others a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the maintenance of freight records, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the servicing of freight customers d. Focus of operation of work systems, equipment, management and site operating systems for the servicing of freight customers e. Problems that may occur when servicing freight customers and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of freight forwarding, including: <ul style="list-style-type: none"> f.1. freight services offered by the workplace f.2. freight management systems f.3. workplace costing structures and rates f.4. workplace public relations policies and procedures f.5. profiles and details of all customers f.6. workplace rail service advertising services and procedures f.7. services provided by other freight service organisations g. Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances h. Documentation requirements for freight forwarding including workplace freight tracking system i. Housekeeping standards procedures required in the workplace j. Freight transport timetables, yard/terminal facilities, and site layout

Evidence Guide (continued)

SERVICE FREIGHT CUSTOMERS

<p>3. Required knowledge and skills (continued)</p>	<p>k. Ability to:</p> <ul style="list-style-type: none"> k.1. select and use relevant computer/communication/office equipment when servicing freight customers k.2. modify activities depending on differing workplace contexts, risk situations and environments k.3. present information using appropriate media and technology k.4. solve problems that may arise when servicing freight customers k.5. read and interpret instructions, procedures and information relevant to the servicing of freight customers k.6. negotiate, communicate and liase effectively with customers and others k.7. use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to service freight customers, and/or a.2. service freight customers in an appropriate range of operational situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying and confirming freight customer needs a.2. providing quotations to meet customer needs a.3. calculating freight charges a.4. promoting existing freight services a.5. communicating and negotiating with customers a.6. selecting and appropriately using protective equipment and clothing a.7. locating, interpreting and applying relevant information a.8. working effectively with others a.9. maintaining workplace records a.10. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. following the designated work plan for the job <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to freight forwarding b.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions concerning the servicing of freight customers (including housekeeping, privacy and security procedures) b.5. manufacturer's instructions for the use of equipment b.6. procedures for the use of personal protection equipment b.7. obtaining assistance from other team members when required b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures

Evidence Guide (continued)

SERVICE FREIGHT CUSTOMERS

<p>5. Consistency in performance (continued)</p>	<p>c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the servicing of freight customers in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to develop freight customers in accordance with workplace requirements including identifying and evaluating potential freight business, developing proposals for new products or services, negotiating products and services with customers, promoting new products and services, and maintaining knowledge of the freight services market.

ELEMENT	PERFORMANCE CRITERIA
1. Identify potential freight business	<ul style="list-style-type: none"> a. The nature of potential customer's freight needs is established with the customer b. Customer's freight needs are analysed against existing services to identify variances against normal services c. Potential new customers are kept informed during review process
2. Evaluate potential business	<ul style="list-style-type: none"> a. Potential new business is analysed against existing freight services offered by the workplace b. Special transportation requirements are identified and discussed with the customer c. Cost effectiveness of potential new business is established using workplace guidelines
3. Develop proposals for new products or services	<ul style="list-style-type: none"> a. Potential new business is costed against new product or service b. Proposed new product or service is documented and presented for further consideration c. Decision regarding new product or service is conveyed promptly to the potential customer for follow-up action
4. Negotiate products and services with customers	<ul style="list-style-type: none"> a. Techniques for minimising potential damage to freight are identified and negotiated with customers b. New products or services required to meet or improve customer services are implemented as approved

<p>5. Promote new products and services</p>	<ul style="list-style-type: none"> a. Promotional activities, including information seminars, are participated in and responses are followed up b. Advertising programs for new products and services are promoted to customers c. Potential new customers whose needs may be met through the new products or services are followed up
<p>6. Maintain knowledge of the market</p>	<ul style="list-style-type: none"> a. Market research is conducted to monitor tonnages and costs for freight methods and providers b. Trends and developments are identified and used to influence products, capacities and costs offered c. Available and developing technologies are monitored to enable changes and recommendations to be made which maintain a competitive position

Range Of Variables

DEVELOP FREIGHT CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the provision of freight services b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the development of freight customers as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Potential customers include all other rail and freight authorities, private businesses, government bodies and members of the public, as well as internal customers f. Promotional activities may include: <ul style="list-style-type: none"> f.1. public relations activities f.2. press releases f.3. open days f.4. in-house newsletters f.5. publications f.6. advertising programs f.7. seminars f.8. promotional briefings f.9. corporate sponsorship f.10. development of promotional materials g. Servicing requirements may be obtained from: <ul style="list-style-type: none"> g.1. customer requests g.2. works orders g.3. freight requirements g.4. organisation personnel h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. exposure to chemicals h.2. exposure to dangerous or hazardous substances h.3. movements of equipment, goods, materials and vehicular traffic i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. current and potential customers i.3. suppliers, customers and clients i.4. relevant authorities and institutions i.5. management and union representatives i.6. industrial relations and OHS specialists

Range Of Variables (continued)

DEVELOP FREIGHT CUSTOMERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Communication in the work area may include: <ul style="list-style-type: none"> j.1. phone j.2. electronic data interchange (EDI) j.3. fax j.4. e-mail j.5. Internet j.6. RF systems j.7. oral, aural or signed communications k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures l. Personal protection equipment may include: <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. high visibility clothing
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. market knowledge about competitor's which are providing rail freight and those providing alternative transport systems a.2. customer requests and works orders a.3. workplace procedures and policies a.4. codes of practice and regulations relevant to freight services a.5. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances a.6. operations manuals, job specifications and induction documentation a.7. manufacturer's specifications for equipment a.8. internal documentation used for freight services a.9. supplier and/or client instructions a.10. dangerous goods declarations and material safety data sheets (where applicable) a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures

Range Of Variables (continued)

DEVELOP FREIGHT CUSTOMERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the provision of freight servicesa.2. Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. privacy legislationa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

DEVELOP FREIGHT CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and cultivate potential freight business a.2. develop proposals for new products and services a.3. negotiate with customers regarding products and services a.4. promote new products and services a.5. demonstrate knowledge of the market a.6. select and appropriately use protective clothing a.7. locate, interpret and apply relevant information a.8. work effectively with others a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to freight services, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the international codes and regulations relevant to the development of freight customers d. Focus of operation of work systems, equipment, management and site operating systems for the development of freight customers e. Problems that may occur when developing freight customers and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of freight forwarding, including: <ul style="list-style-type: none"> f.1. freight services offered by the workplace f.2. freight management systems f.3. workplace costing structures and rates f.4. workplace public relations policies and procedures f.5. profiles and details of all customers f.6. workplace freight service advertising policies and procedures f.7. services provided by other freight service organisations g. Documentation requirements for the development of freight customers h. Freight transport timetables, yard/terminal facilities, and site layout i. Ability to: <ul style="list-style-type: none"> i.1. select and use relevant computer/communication/office equipment i.2. undertake financial calculations involving cost analysis i.3. prepare and present quotations i.4. modify activities depending on differing workplace contexts, risk situations and environments i.5. solve problems that arise when developing freight customers i.6. read and interpret instructions, procedures and information relevant to the development of freight customers i.7. negotiate, communicate and liaise effectively with others i.8. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

DEVELOP FREIGHT CUSTOMERS

4. Resource implications	<ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop freight customers, and/ora.2. develop freight customers in an appropriate range of operational contexts
5. Consistency in performance	<ul style="list-style-type: none">a. Applies underpinning knowledge and skills when:<ul style="list-style-type: none">a.1. identifying and cultivating potential freight businessa.2. developing proposals for new products and servicesa.3. negotiating with customers regarding products and servicesa.4. promoting new products and servicesa.5. demonstrating knowledge of the marketa.6. selecting and appropriately using protective clothinga.7. locating, interpreting and applying relevant informationa.8. working effectively with othersa.9. maintaining workplace recordsb. Shows evidence of application of relevant workplace procedures including:<ul style="list-style-type: none">b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to freight servicesb.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substancesb.3. OHS regulations and hazard prevention policies and proceduresb.4. workplace procedures and work instructions (including housekeeping, privacy and security procedures)b.5. manufacturer's instructions for the use of equipmentb.6. procedures for the use of personal protection equipmentb.7. obtaining assistance from other team members when requiredb.8. customer service and quality assurance procedures and policiesb.9. environmental protection proceduresc. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the development of freight customers in accordance with regulatory requirements and workplace proceduresd. Performance is demonstrated consistently over a period of time and in a suitable range of contextse. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and othersf. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Evidence Guide (continued)

DEVELOP FREIGHT CUSTOMERS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	3	2	2	2	2

TDTGCSO01A CREATE CUSTOMER RELATIONSHIP

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required when meeting and greeting customers to create a positive impression and to establish rapport with the customer. The process is not expected to develop a long-term relationship (as part of the customer service competency). It will certainly apply to any initial customer encounter, which may be the only encounter in some settings (e.g. retail), or could be part of repeated encounters. Customers may be internal or external.

This unit is identical to the cross-industry guideline unit GCSO01A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Establish contact with customers	<ul style="list-style-type: none">a. Welcoming customer environment is created and maintainedb. Customers are acknowledged and greeted courteously and politely according to enterprise policies and proceduresc. Communications with customers are clear, concise and courteousd. Appropriate communication channels are usede. Rapport/relationship with customer is established and a genuine interest in customer needs/requirements is expressedf. Effective service environment is created through verbal and non-verbal presentation according to enterprise policies and procedures
2. Present a positive organisational image	<ul style="list-style-type: none">a. Information is provided to the public to maintain organisation's image and accountabilityb. Professional ethics are maintained to enhance customer commitment and to build return customer basec. All actions taken are in keeping with the required organisational image

Range Of Variables

CREATE CUSTOMER RELATIONSHIP

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision usually within a team environment c. This competency may be expected to apply to a worker who: <ul style="list-style-type: none"> c.1. has routine contact with customers, internal or external, and is providing routine, well defined services/products to the customer, or c.2. is a production worker providing a limited range of services/products to internal customers
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be either internal or external, but contact is typically superficial only. They may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> c.1. active listening techniques c.2. using open and/or closed questions c.3. speaking clearly and concisely c.4. using appropriate language and tone of voice c.5. giving customers full attention c.6. maintaining eye contact (for face-to-face interactions) c.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) c.8. clear, legible writing d. Contact with customers may include but is not limited to: <ul style="list-style-type: none"> d.1. face-to-face interactions d.2. answering the telephone d.3. interactions with team members e. Organisational standards, policies and procedures may include but are not limited to: <ul style="list-style-type: none"> e.1. dress/uniform codes e.2. organisational image e.3. code of ethics e.4. staff appearance and presentation e.5. quality systems, standards and guidelines f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

CREATE CUSTOMER RELATIONSHIP

VARIABLE	SCOPE
2. Worksite environment	<ul style="list-style-type: none"> g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. fixed phone g.2. mobile phone g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the provision of customer service a.2. regulations and codes of practice relevant to consumer protection and trade practices a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. quality assurance standards and procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include but are not limited to: <ul style="list-style-type: none"> a.1. consumer law, environmental law, OHS, anti-discrimination/equal employment opportunity, harassment and other relevant laws specific to local government, State and Federal legislation a.2. privacy legislation a.3. relevant codes of conduct

CREATE CUSTOMER RELATIONSHIP

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify the need(s) required by the customer a.2. deliver that service to standard and in an appropriate timeframe a.3. recommend an acceptable alternative to the customer, or explain to the customer why the need(s) cannot be met and any further actions which might be taken in a manner which is acceptable to the customer a.4. use appropriate communication strategies and equipment a.5. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the provision of customer service, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for the creation of customer relationships d. The importance of good communication when creating customer relationships e. The individual's role in creating customer relationships f. Requirements of customer service systems/operations and relevant equipment g. Ability to: <ul style="list-style-type: none"> g.1. apply language skills which allow for adequate communication with the customer g.2. apply literacy skills to the level required to create customer relationships g.3. apply numeracy skills to the level required to interpret the customer requirements and meet their needs g.4. identify and solve problems when creating customer relationships g.5. relate to customers from a range of social, cultural and ethnic backgrounds and physical and mental abilities g.6. identify and correctly use equipment, processes and procedures relevant to the creation of customer relationships g.7. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to create customer relationships, and/or a.2. create customer relationships in an appropriate range of workplace contexts

Evidence Guide (continued)

CREATE CUSTOMER RELATIONSHIP

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the need(s) required by the customer a.2. delivering customer service in accordance with identified customer needs and workplace procedures and in an appropriate timeframe a.3. recommending an acceptable alternative to the customer, or explaining to the customer why a need(s) cannot be met and any further actions which will be taken in a manner which is acceptable to the customer a.4. using appropriate communication strategies and equipment a.5. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. regulations and codes of conduct pertaining to customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to the creation of customer relationships b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer relationship problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.</p> <p>c. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

TDTGCSO02A DEAL WITH CUSTOMER FEEDBACK

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required when receiving feedback from customers, generally within a single customer encounter. Feedback may be either positive or negative, or a combination of both. When handled appropriately, it could contribute to the development and maintenance of a long-term productive relationship with customers.

This unit is identical to the cross-industry guideline unit GCSO02A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Handle customer feedback	<ul style="list-style-type: none">a. Customer feedback is promptly recognisedb. Customer feedback is handled positively, sensitively and politelyc. Information regarding problems and delays is promptly communicated to customers and followed up within an appropriate timeframe as necessary
2. Record customer feedback	<ul style="list-style-type: none">a. Description of communication between customers and organisation is completed accurately and in simple languageb. Any further records required to support feedback are prepared, monitored and stored according to organisational procedures and policies

Range Of Variables

DEAL WITH CUSTOMER FEEDBACK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision usually within a team environment c. This competency may be expected to apply to a worker who: <ul style="list-style-type: none"> c.1. has routine contact with customers, internal or external, and is providing routine, well defined services/products to the customer, or c.2. is a production worker providing a limited range of services/products to internal customers
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be either internal or external, but contact is typically superficial only. They may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> c.1. active listening techniques c.2. using open and/or closed questions c.3. speaking clearly and concisely c.4. using appropriate language and tone of voice c.5. giving customers full attention c.6. maintaining eye contact (for face-to-face interactions) c.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) c.8. clear, legible writing d. Types of feedback may be verbal or non-verbal, and may include but are not limited to: <ul style="list-style-type: none"> d.1. positive e.g. compliments, appreciation, etc. d.2. negative e.g. formal or informal complaints e. Forms of records may include but are not limited to: <ul style="list-style-type: none"> e.1. written e.2. taped e.3. simple computer-based systems f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

DEAL WITH CUSTOMER FEEDBACK

VARIABLE	SCOPE
2. Worksite environment	g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. fixed phone g.2. mobile phone g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the provision of customer service a.2. regulations and codes of practice relevant to consumer protection and trade practices a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. quality assurance standards and procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include but are not limited to: <ul style="list-style-type: none"> a.1. consumer law, environmental law, OHS, anti-discrimination/equal employment opportunity, harassment and other relevant laws specific to local government, State and Federal legislation a.2. privacy legislation a.3. relevant codes of conduct

DEAL WITH CUSTOMER FEEDBACK

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify feedback being given by a customer a.2. receive and process customer feedback in accordance with workplace procedures and in an appropriate timeframe a.3. recommend an acceptable alternative to the customer (when necessary) a.4. use appropriate communication strategies and equipment a.5. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the provision of customer service, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for dealing with customer feedback d. The importance of good communication when dealing with customer feedback e. The individual's role in dealing with customer feedback f. Requirements of customer service systems/operations and relevant equipment g. Ability to: <ul style="list-style-type: none"> g.1. apply language skills which allow for adequate communication with the customer g.2. apply literacy skills to the level required to deal with and record customer feedback g.3. apply numeracy skills to the level required to interpret the customer requirements and meet their needs g.4. identify and solve problems when dealing with customer feedback g.5. relate to customers from a range of social, cultural and ethnic backgrounds and physical and mental abilities g.6. identify and correctly use equipment, processes and procedures relevant to the processing of customer feedback g.7. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to deal with customer feedback, and/or a.2. deal with customer feedback in an appropriate range of workplace contexts

Evidence Guide (continued)

DEAL WITH CUSTOMER FEEDBACK

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying feedback being given by a customer a.2. receiving and processing customer feedback in accordance with workplace procedures and in an appropriate timeframe a.3. recommending an acceptable alternative to the customer a.4. using appropriate communication strategies and equipment a.5. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. regulations and codes of conduct pertaining to customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions for dealing with customer feedback b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer feedback in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.</p> <p>c. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

TDTGCSO04A MEET CUSTOMER NEEDS AND EXPECTATIONS

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to understand, clarify and meet customer needs and expectations in a single encounter or multiple encounters, on a one-to-one basis with a customer.

This unit is identical to the cross-industry guideline unit GCSO04A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Identify customer needs and expectations	<ul style="list-style-type: none">a. Customer preferences, needs and expectations are clarifiedb. Special requirements of customers are identified promptly and advice provided on relevant products/servicesc. Communication appropriate to the relationship and the purpose of the interaction is usedd. External assistance is accessed as required
2. Provide the identified customer needs and expectations	<ul style="list-style-type: none">a. Knowledge of specified products/services is applied to provide assistance to customersb. Alternative products/services are suggested if necessaryc. Features and benefits of relevant products/services are explained to customersd. Special promotions for products/services are suggested to customer according to organisation policiese. Confirmation is sought from customer that needs, and where practical, expectations have been satisfied

Range Of Variables

MEET CUSTOMER NEEDS AND EXPECTATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision usually within a team environment c. This competency may be expected to apply to a worker who: <ul style="list-style-type: none"> c.1. has routine contact with customers, internal or external, and is providing routine, well defined services/products to the customer, or c.2. is a production worker providing a limited range of services/products to internal customers
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be either internal or external, but contact is typically superficial only. They may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> c.1. active listening techniques c.2. using open and/or closed questions c.3. speaking clearly and concisely c.4. using appropriate language and tone of voice c.5. giving customers full attention c.6. maintaining eye contact (for face-to-face interactions) c.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) c.8. clear, legible writing d. Contact with customers may include but is not limited to: <ul style="list-style-type: none"> d.1. face-to-face interactions d.2. answering the telephone d.3. interactions with team members e. Organisational standards, policies and procedures may include but are not limited to: <ul style="list-style-type: none"> e.1. dress/uniform codes e.2. organisational image e.3. code of ethics e.4. staff appearance and presentation e.5. quality systems, standards and guidelines f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

MEET CUSTOMER NEEDS AND EXPECTATIONS

VARIABLE	SCOPE
2. Worksite environment	<ul style="list-style-type: none"> g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. fixed phone g.2. mobile phone g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the provision of customer service a.2. regulations and codes of practice relevant to consumer protection and trade practices a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. quality assurance standards and procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include but are not limited to: <ul style="list-style-type: none"> a.1. consumer law, environmental law, OHS, anti-discrimination/equal employment opportunity, harassment and other laws specific to local government, State and Federal legislation a.2. privacy legislation a.3. relevant codes of conduct

MEET CUSTOMER NEEDS AND EXPECTATIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify the need(s) required by the customer a.2. deliver that service to standard and in an appropriate timeframe a.3. recommend an acceptable alternative to the customer, or explain to the customer why the need(s) cannot be met and any further actions which might be taken in a manner which is acceptable to the customer a.4. use appropriate communication strategies and equipment a.5. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the provision of customer service, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for the creation of customer relationships d. The importance of good communication when creating customer relationships e. The individual's role in creating customer relationships f. Requirements of customer service systems/operations and relevant equipment g. Ability to: <ul style="list-style-type: none"> g.1. apply language skills which allow for adequate communication with the customer g.2. apply literacy skills to the level required to process complaints g.3. apply numeracy skills to the level required to interpret the customer requirements and meet their needs g.4. identify and solve problems when creating customer relationships g.5. relate to customers from a range of social, cultural and ethnic backgrounds and physical and mental abilities g.6. identify and correctly use equipment, processes and procedures relevant to the creation of customer relationships g.7. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to meet customer needs and expectations, and/or a.2. meet customer needs and expectations in an appropriate range of workplace contexts

Evidence Guide (continued)

MEET CUSTOMER NEEDS AND EXPECTATIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the need(s) required by the customer a.2. delivering customer service in accordance with identified customer needs and workplace procedures and in an appropriate timeframe a.3. recommending an acceptable alternative to the customer, or explaining to the customer why a need(s) cannot be met and any further actions which will be taken in a manner which is acceptable to the customer a.4. using appropriate communication strategies and equipment a.5. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. regulations and codes of conduct pertaining to customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to the creation of customer relationships b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer relationship problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.</p> <p>c. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

TDTGCS006A ADDRESS CUSTOMER NEEDS

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to manage ongoing relationships with a customer (i.e. the customer relationship will typically involve interacting with the customer a number of times over an extended period). Such relationships are of a more complex nature where the worker needs to explore with the customer what outcomes are possible and may best promote satisfaction. It also requires the worker to be familiar with a product/service that varies widely and is capable of significant customisation. The nature of the service/product delivery needs to be explored/negotiated with the customer.

This unit is identical to the cross-industry guideline unit GCS006A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Assist customer to articulate needs	<ul style="list-style-type: none">a. Customer needs are fully explored, understood and agreedb. Available services/products are explained and matched to customer needsc. The rights and responsibilities of customers are identified and effectively communicated to the customer as appropriate
2. Satisfy complex customer needs	<ul style="list-style-type: none">a. Possibilities for meeting customer needs are explainedb. Customers are assisted to evaluate service/product options to satisfy their needsc. Preferred action is determined and prioritisedd. Potential areas of difficulty in customer service delivery are identified, and appropriate actions are taken in a positive manner

Range Of Variables

ADDRESS CUSTOMER NEEDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision usually within a team environment c. A worker may be expected to have detailed product knowledge so that they can recommend customised solutions. The worker will not only be expected to be able to apply organisation procedures, but also to be aware of, and apply as appropriate, broader issues such as ethics, industry practice and relevant government policies and regulations d. The customer relationship will typically involve interacting with the customer a number of times over an extended period
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be either internal or external and may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> c.1. active listening techniques c.2. using open and/or closed questions c.3. speaking clearly and concisely c.4. using appropriate language and tone of voice c.5. giving customers full attention c.6. maintaining eye contact (for face-to-face interactions) c.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) c.8. clear, legible writing d. Contact with customers may include but is not limited to: <ul style="list-style-type: none"> d.1. face-to-face interactions d.2. answering the telephone d.3. interactions with team members e. Contact typically requires an ongoing and deep engagement with the customer and the discussion/negotiation of alternatives f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

ADDRESS CUSTOMER NEEDS

VARIABLE	SCOPE
2. Worksite environment	g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. fixed phone g.2. mobile phone g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the addressing of long term customers including: <ul style="list-style-type: none"> a.1.1. procedural manuals a.1.2. product/service manuals, labels, instructions a.1.3. guidelines on staff appearance and presentation a.1.4. quality systems, standards and associated guidelines a.2. regulations and codes of practice relevant to consumer protection and trade practices a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. quality assurance standards and procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include but are not limited to: <ul style="list-style-type: none"> a.1. consumer law, environmental law, OHS, anti-discrimination/equal employment opportunity, harassment and other laws specific to local government, State and federal legislation a.2. privacy legislation a.3. relevant codes of conduct a.4. regulations concerning other rights and responsibilities including, but not limited to, informed consent and the fulfilment of external obligations

ADDRESS CUSTOMER NEEDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and address the need(s) required by the customer a.2. develop customised solutions to customer needs and deliver that service to standard and in an appropriate timeframe a.3. recommend an acceptable alternative to the customer (where necessary) a.4. explain to the customer why the need(s) cannot be met and any further actions which might be taken in a manner which is acceptable to the customer a.5. use appropriate communication strategies and equipment a.6. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the provision of customer service, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for identifying and addressing customer needs d. The importance of good communication when identifying and addressing customer needs e. The individual's role in identifying and addressing customer needs f. Requirements of customer service systems/operations and relevant equipment g. Ability to: <ul style="list-style-type: none"> g.1. apply language skills which allow for adequate communication with the customer g.2. apply literacy skills to the level required to identify and address customer needs and to acquire the required product knowledge g.3. apply numeracy skills to the level required to interpret customer requirements and meet their needs g.4. identify and solve problems that may occur when identifying and addressing customer needs g.5. relate to customers from a range of social, cultural and ethnic backgrounds and physical and mental abilities g.6. identify and correctly use equipment, processes and procedures relevant to the identification and addressing of customer needs g.7. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to identify and address customer needs, and/or a.2. identify and address customer needs in an appropriate range of workplace contexts

Evidence Guide (continued)

ADDRESS CUSTOMER NEEDS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the need(s) required by the customer a.2. delivering customer service in accordance with identified customer needs and workplace procedures and in an appropriate timeframe a.3. recommending an acceptable alternative to the customer, or explaining to the customer why a need(s) cannot be met and any further actions which will be taken in a manner which is acceptable to the customer a.4. using appropriate communication strategies and equipment a.5. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. regulations and codes of conduct pertaining to customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to the identification and addressing of customer needs b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer service problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. This unit is essentially skills-based and it is expected that assessment will be largely practical (i.e. workplace-based or by simulation) in nature, supported by questioning to assess product knowledge.</p> <p>c. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	2	1	3	1

TDTGCST03A PROCESS CUSTOMER COMPLAINTS

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to handle negative feedback/complaints from customers, whether formal or informal. It would typically apply to that part of a person's role where they have responsibility for or may be more concerned with the processing of customer service complaints. This is a 'tactical' type of responsibility, as it is primarily about accepting responsibility for the processing of customer complaints.

This unit is identical to the cross-industry guideline unit GCST03A with the same title.

ELEMENT	PERFORMANCE CRITERIA
1. Respond to complaints	<ul style="list-style-type: none">a. Complaints are processed in accordance with organisational procedures established under company policies, legislation or codes of practiceb. Necessary reports relating to the complaints are obtained, documented and reviewedc. Decisions are made, taking into account applicable law, company policies and codesd. Resolution of the complaint is negotiated and agreed where possiblee. A register of complaints/disputes is maintainedf. Customer is informed of outcome of investigation
2. Refer complaints	<ul style="list-style-type: none">a. Complaints that require referral to other personnel or external bodies are identifiedb. Referrals are made to appropriate personnel for follow-up in accordance with individual level of responsibilityc. All documents and investigation reports are forwardedd. Appropriate personnel are followed up to gain prompt decisions

Range Of Variables

PROCESS CUSTOMER COMPLAINTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under some supervision, generally in a team environment c. Work involves the application of the regulatory requirements, customer service principles and standards and workplace procedures to the processing of customer complaints
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments and weather conditions by day or night: b. Customers may be either internal or external, and may include but are not limited to: <ul style="list-style-type: none"> b.1. customers with routine or special requests b.2. regular and new customers b.3. people from a range of social, cultural or ethnic backgrounds b.4. people with varying physical and mental abilities b.5. people who may be unwell, drug affected and emotionally distressed c. Types of complaints may range from simple customer dissatisfaction which can be resolved on the spot to scenarios where external bodies such as police are required; i.e. they may vary in terms of: <ul style="list-style-type: none"> c.1. severity c.2. formality c.3. source c.4. documentation required d. Effective communication techniques may include but are not limited to: <ul style="list-style-type: none"> d.1. active listening d.2. using open and/or closed questions d.3. speaking clearly and concisely d.4. using appropriate language and tone of voice d.5. giving customers full attention d.6. maintaining eye contact (for face-to-face interactions) d.7. non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) d.8. clear, legible writing e. Forms of documentation may include but are not limited to: <ul style="list-style-type: none"> e.1. written e.g. forms, reports e.2. audiovisual e.g. tapes e.3. computer-based systems f. Line of referrals may include but are not limited to: <ul style="list-style-type: none"> f.1. relevant superiors in the organisational hierarchy f.2. external bodies e.g. ombudsman, ICAC, police g. Contact with customers may include but is not limited to: <ul style="list-style-type: none"> g.1. face-to-face interactions g.2. answering the telephone g.3. interactions with team members

Range Of Variables (continued)

PROCESS CUSTOMER COMPLAINTS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Organisational standards, policies and procedures may include but are not limited to:</p> <ul style="list-style-type: none"> h.1. complaints procedures h.2. organisational standard report forms h.3. job descriptions h.4. code of ethics h.5. staff appearance and presentation h.6. quality systems, standards and guidelines h.7. oral, aural or signed communications <p>i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures <p>j. Communication in the work area may include:</p> <ul style="list-style-type: none"> j.1. fixed phone j.2. mobile phone j.3. fax j.4. e-mail j.5. Internet j.6. radio
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the processing of customer complaints a.2. regulations and codes of practice relevant to the processing of customer complaints a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or client instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. customer service and quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory/Commonwealth legislation, regulations, industry codes of practice, standards and guidelines, procedures and protocols, etc. relevant to processing customer complaints, including consumer law, trade practices legislation, and anti-discrimination/equal employment opportunity, harassment and privacy legislation a.2. relevant State/Territory environmental protection legislation a.3. relevant State/Territory OHS legislation

CO-ORDINATE QUALITY CUSTOMER SERVICE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify the need(s) and concerns of a customer a.2. process a complaint in accordance with workplace procedures and in an appropriate timeframe a.3. recommend appropriate action arising from a complaint a.4. communicate effectively when processing customer complaints a.5. respond appropriately to telephone and verbal inquiries a.6. locate, interpret and apply relevant information a.7. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and State/Territory standards, regulations and codes of practice relevant to the processing of customer complaints, including consumer laws and trade practices regulations b. OHS and procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for the processing of customer complaints d. The importance of customer complaints as a source of information for continuous improvement of customer service e. The importance of good communication during the processing of customer complaints f. The individual's role in processing customer complaints g. Requirements of customer service systems/operations and relevant equipment h. Ability to: <ul style="list-style-type: none"> h.1. apply language skills which allow for adequate communication with required people h.2. apply literacy skills to the level required to process complaints h.3. apply numeracy skills to the level required to interpret the interpret customer complaints and take required actions h.4. identify and solve problems when dealing with customer enquiries or complaints h.5. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities h.6. identify and correctly use equipment, processes and procedures h.7. modify activities depending on differing workplace contexts, risk situations and environments h.8. apply relevant agreements, codes of practice or other legislative requirements to work processes
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to process customer complaints, and/or a.2. process customer complaints in an appropriate range of workplace contexts

Evidence Guide (continued)

PROCESS CUSTOMER COMPLAINTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying the need(s) and concerns of a customer a.2. processing a complaint a.3. recommending appropriate action arising from a complaint a.4. communicating effectively during the processing of customer complaints <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Relevant regulations and codes of practice b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to the processing of customer complaints b.4. relevant guidelines relating to the use of required equipment <p>c. Action is taken promptly to respond to/report any customer complaints in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Practical assessment will frequently be in the workplace or a suitable similar environment. Access to such an environment will be required. Questioning may occur in the work environment, or other suitable room such as an office, classroom or lunchroom.</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	1

BSBCMN310A DELIVER AND MONITOR A SERVICE TO CUSTOMERS

Field 1 Customer Service

DESCRIPTION:

This unit involves the skills and knowledge required to identify customers' needs and to deliver, monitor and evaluate a service provided to customers against the identified customer needs, the organisation's customer service standards and relevant regulatory requirements.

This unit is identical to the Business Services unit of the same code but has been reformatted into the ANTA approved TDT Training Package format.

ELEMENT	PERFORMANCE CRITERIA
1. Identify customers' needs	<ul style="list-style-type: none"> a. Customers' needs and expectations are clarified and accurately identified using appropriate interpersonal skills b. Customers' needs are assessed for urgency to determine priorities for service delivery in accordance with organisational requirements c. Customers are provided with information about available choices for meeting their needs and assisted in the selection of preferred options d. Limitations in addressing customers' needs are identified and appropriate assistance is sought from designated individuals
2. Deliver a service to customers	<ul style="list-style-type: none"> a. Service is provided promptly to customers to meet identified needs in accordance with organisational requirements b. Appropriate rapport is established and maintained with customers to ensure completion of the delivery of a quality service c. Customers' complaints are handled sensitively and courteously in accordance with organisational requirements d. Customers with special needs or assistance are responded to in accordance with organisational requirements e. Available opportunities are identified and used to promote and enhance services and products to customers
3. Monitor and report on service delivery	<ul style="list-style-type: none"> a. Customer satisfaction with service delivery is regularly reviewed using verifiable evidence in accordance with organisational requirements b. Opportunities to enhance the quality of service and products are identified and pursued within organisational requirements c. Procedural aspects of service delivery are monitored for effectiveness and suitability to customer requirements d. Customer feedback is regularly sought and used to improve the provision of products and services e. Decisions to modify products or services incorporate evidence of customer satisfaction and are within organisational requirements f. Reports are clear, detailed and contain recommendations focused on critical aspects of service delivery

Range Of Variables

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace customer service procedures and standards b. Work is performed under general supervision c. Work involves the application of the routine procedures to the delivery and monitoring of service to customers
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night: b. Customers may be: <ul style="list-style-type: none"> b.1. internal or external b.2. other agencies b.3. individual members of the organisation b.4. corporate customers b.5. individual members of the public c. Customer needs and expectations may relate to: <ul style="list-style-type: none"> c.1. advice or general information c.2. specific information c.3. further information c.4. making an appointment c.5. complaints c.6. purchasing organisation's products and services c.7. returning organisation's products and services c.8. accuracy of information c.9. fairness/politeness c.10. prices/value d. Appropriate interpersonal skills may include: <ul style="list-style-type: none"> d.1. using appropriate body language d.2. summarising and paraphrasing to check understanding of customer's message d.3. providing an opportunity for the customer to confirm their request d.4. seeking feedback from the customer to confirm understanding of needs d.5. questioning to clarify and confirm the customer's needs d.6. listening actively to what the customer is communicating e. Organisational requirements may include: <ul style="list-style-type: none"> e.1. quality assurances and/or procedures manuals e.2. goals, objectives, plans, systems and processes e.3. legal and organisational policy/guidelines and requirements e.4. Occupational Health and Safety policies, procedures and programs e.5. anti-discrimination and related policy e.6. access and equity principles and practice e.7. quality and continuous improvement processes and standards e.8. defined resource parameters e.9. who is responsible for products or services e.10. pricing and discount policies e.11. replacement and refund policy and procedures e.12. payment and delivery options

Range Of Variables (continued)

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Designated individuals may include:</p> <ul style="list-style-type: none"> f.1. supervisor f.2. customers f.3. colleagues f.4. line management <p>g. Customers' complaints may include:</p> <ul style="list-style-type: none"> g.1. damaged goods or goods not delivered g.2. administrative errors such as incorrect invoices or prices g.3. warehouse or store room errors such as incorrect product delivered g.4. service errors g.5. delivery errors g.6. product not delivered on time g.7. customer satisfaction with service quality <p>h. Customers with special needs may include:</p> <ul style="list-style-type: none"> h.1. disabilities h.2. language h.3. beliefs/values h.4. religious/spiritual observances h.5. gender, age h.6. culture h.7. age <p>i. Opportunities for enhancing quality of service or product may include:</p> <ul style="list-style-type: none"> i.1. procedures for delivery of goods i.2. returns policy i.3. system for recording complaints i.4. extending timelines i.5. packaging procedures i.6. update of customer service charter <p>j. Verifiable evidence may include:</p> <ul style="list-style-type: none"> j.1. customer satisfaction questionnaires j.2. audit documentation and reports j.3. quality assurance data j.4. returned goods j.5. lapsed customers j.6. service calls j.7. complaints <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range Of Variables (continued)

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. fixed phone i.2. mobile phone i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace customer service procedures and policies a.2. regulations and codes of practice relevant to the provision of customer service a.3. induction documentation a.4. competency standards and training materials a.5. manufacturer's specifications for relevant equipment a.6. supplier and/or customer instructions a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. standards and certification requirements a.9. quality assurance standards and procedures a.10. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. State/Territory customer service and trade practices legislation and regulations a.2. award and enterprise agreements and relevant industrial instruments a.3. relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, a.4. equal opportunity, industrial relations and anti-discrimination legislation

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify needs and priorities of customers a.2. distinguish between different levels of customer satisfaction a.3. treat customers with courtesy and respect a.4. identify and comply with organisational requirements a.5. respond to and report on customer feedback
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State/Territory standards, regulations and codes of practice b. OHS and environmental protection procedures and guidelines relevant to workplace operations c. Workplace procedures and policies for the coordination of quality customer services in workplace operations d. Principles of excellent customer service e. Understanding the organisation's business structure, products and services f. Understanding the organisation's policy and procedures for customer service including handling customer complaints g. Knowledge of product and service standards and best practice models h. Understanding the principles of quality assurance i. Understanding public relations and product promotion j. Consultation methods, techniques and protocols k. Techniques for dealing with customers, including customers with special needs l. Requirements of workplace systems/operations and relevant equipment m. Ability to: <ul style="list-style-type: none"> m.1. apply literacy skills to read and understand a variety of texts; prepare general information and papers according to target audience; spell with accuracy; use grammar and punctuation effectively as an aid to understanding m.2. apply proofreading and editing skills to ensure clarity of meaning and conformity to organisational requirements, check for accuracy and consistency of information m.3. apply report writing skills to identify and elaborate on customer service strategies; assess information for relevance and accuracy; source additional information as required m.4. apply technology skills including the ability to select and use technology appropriate to a task m.5. identify and solve problems when dealing with customer enquiries or complaints m.6. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities m.7. modify activities depending on differing workplace contexts, risk situations and environments m.8. apply relevant agreements, codes of practice or other legislative requirements to work processes

Evidence Guide (continued)

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to deliver and monitor a service to customers, and/or a.2. deliver and monitor services to customers in an appropriate range of workplace contexts
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying needs and priorities of customers a.2. distinguishing between different levels of customer satisfaction a.3. treating customers with courtesy and respect a.4. identifying and complying with organisational requirements a.5. responding to and reporting on customer feedback b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. regulations and codes of practice pertaining to the delivery of customer service b.2. OHS regulations and hazard prevention policies and procedures b.3. environmental protection procedures b.4. workplace procedures and work instructions related to the delivery and monitoring of quality customer service b.5. relevant guidelines relating to the use of required equipment b.6. housekeeping procedures c. Action is taken promptly to respond to/report any customer service problems in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
<p>6. Context for assessment</p>	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

DELIVER AND MONITOR A SERVICE TO CUSTOMERS

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to apply quality procedures within work activities including applying quality concepts to work, planning and trialing improvements in work processes and implementing improvements confirmed through the trials.

ELEMENT	PERFORMANCE CRITERIA
1. Apply quality concepts	<ul style="list-style-type: none"> a. Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs b. Work is completed in accordance with workplace standards as defined in enterprise policies and procedures c. Basic quality concepts are applied to work activities
2. Trial improvements	<ul style="list-style-type: none"> a. Improvements to work processes are planned and trialed b. Trials of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements
3. Implement improvements	<ul style="list-style-type: none"> a. Improvement initiatives trialed and confirmed as successful are implemented in accordance with enterprise procedures b. Work is completed in accordance with workplace procedures

Range Of Variables

APPLY QUALITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations and workplace quality standards b. Work is performed under limited or minimum supervision, generally within a team environment c. Work involves the application of established routine procedures to ensure the quality of products and services in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in a range of work contexts and may include: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other workplace personnel e.2. management e.3. union representatives e.4. industrial relations personnel e.5. OHS specialists e.6. other professional or technical staff f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. phone f.2. electronic data interchange (EDI) f.3. fax f.4. e-mail f.5. Internet f.6. radio f.7. oral, aural or signed communications g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

APPLY QUALITY PROCEDURES

VARIABLE	SCOPE
3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. quality assurance procedures and standards a.2. relevant codes of practice and regulatory requirements a.3. relevant Australian standards and certification requirements a.4. workplace procedures and policies a.5. manufacturer's instructions concerning the use of equipment and/or materials a.6. supplier and/or client instructions a.7. material safety data sheets a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. OHS policy and procedures a.11. emergency procedures
4. Applicable regulations and legislation	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes of practice and regulatory requirements a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations a.6. workers compensation regulations a.7. dangerous goods code and regulations a.8. water and road use and licence arrangements a.9. relevant patent or copyright arrangements a.10. dangerous goods and air freight regulations a.11. relevant export/import/quarantine/bond requirements

APPLY QUALITY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow quality assurance procedures a.2. trial, recommend and implement improvements to work systems as directed a.3. locate, interpret and apply relevant information a.4. provide customer/client service a.5. work effectively with colleagues a.6. convey information in written and oral form a.7. maintain workplace records a.8. use workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Workplace quality assurance and improvement principles and procedures b. Relevant OHS procedures and guidelines c. Housekeeping standards and procedures required in the workplace d. Workplace/site layout e. Focus of operation of work systems, equipment or management, site and organisational operating procedures f. Typical quality-related problems that may arise in work operations and products and related options for action and solutions g. Impact of job on enterprise and individual performance h. Ability to read and comprehend simple statements in English i. Ability to identify and use equipment, processes and procedures required within the context of the job concerned j. Ability to modify activities depending on differing workplace contexts, risk situations and environments
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply routine quality procedures to relevant workplace tasks, and/or a.2. apply routine quality procedures to workplace tasks in an appropriate range of operational situations

Evidence Guide (continued)

APPLY QUALITY PROCEDURES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. follow quality assurance procedures a.2. trial, recommend and implement improvements to work systems as directed a.3. locate, interpret and apply relevant information a.4. provide customer/client service a.5. work effectively with colleagues a.6. convey information in written and oral form a.7. maintain workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. workplace quality assurance procedures b.2. OHS regulations and hazard prevention policies and procedures b.3. operational procedures relevant to job requirements in the workplace b.4. obtaining assistance from other team members when required b.5. issue resolution procedures b.6. housekeeping procedures b.7. security procedures b.8. waste, pollution and recycling management policies and procedures <p>c. Action is taken promptly to report and/or rectify any identified quality problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	2	1	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to apply quality systems in workplace operations including working within a quality improvement system and using quality improvement systems, tools and techniques in accordance with enterprise procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Work within a quality improvement system	<ul style="list-style-type: none"> a. Instructions are followed and duties are performed either individually or as a member of a work team within a quality improvement system b. Work is completed either individually or as a member of a work team in accordance with standards as defined in workplace policies and procedures
2. Use quality improvement systems, tools and techniques	<ul style="list-style-type: none"> a. Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures b. Variations in the quality of services and/or products from required standards are detected and reported in accordance with workplace procedures c. Quality of operations/service is monitored and adjusted as required to ensure the satisfaction of both internal and external customers d. Quality improvement tools and techniques are used both individually and as part of a work team to systematically improve the quality of work and services

Range Of Variables

APPLY QUALITY SYSTEMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations and workplace quality standards b. Work is performed under some supervision, generally within a team environment c. Work involves the application of quality assurance principles and procedures to implement quality systems and quality improvement initiatives within workplace activities
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in a range of work contexts and may include: <ul style="list-style-type: none"> d.1. restricted spaces d.2. exposed conditions d.3. controlled or open environments d.4. exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles e. Quality improvement tools may include a range of techniques including: <ul style="list-style-type: none"> e.1. product sampling and testing e.2. monitoring of operational performance e.3. fault/problem analysis e.4. client surveys e.5. trials of quality improvement initiatives f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other workplace personnel f.2. management f.3. union representatives f.4. industrial relations personnel f.5. OHS specialists f.6. other professional or technical staff g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio g.7. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

APPLY QUALITY SYSTEMS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. quality assurance procedures and standards a.2. relevant codes of practice and regulatory requirements a.3. relevant Australian standards and certification requirements a.4. workplace procedures and policies a.5. manufacturer's instructions concerning the use of equipment and/or materials a.6. manifests, bar codes, goods and container information/serial number a.7. supplier and/or client instructions a.8. material safety data sheets a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. OHS policy and procedures a.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes of practice and regulatory requirements a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations a.6. workers compensation regulations a.7. Dangerous Goods Code and associated regulations a.8. water and road use and licence arrangements a.9. relevant patent or copyright arrangements a.10. dangerous goods and air freight regulations a.11. relevant export/import/quarantine/bond requirements

APPLY QUALITY SYSTEMS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. implement a quality assurance system a.2. use quality improvement tools and methods a.3. trial, recommend and implement improvements to work systems a.4. locate, interpret and apply relevant information a.5. provide customer/client service a.6. work effectively with colleagues a.7. convey information in written and oral form a.8. maintain workplace records a.9. use workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Workplace quality assurance and improvement principles and procedures b. Quality improvement tools and methods c. Relevant OHS procedures and guidelines d. Housekeeping standards and procedures required in the workplace e. Workplace/site layout f. Focus of operation of work systems, equipment or management, site and organisational operating procedures g. Typical quality-related problems that may arise in work operations and products and related options for action and solutions h. Impact of job on enterprise and individual performance i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to work within a team environment k. Ability to read and comprehend simple statements in English l. Ability to identify and use equipment, processes and procedures required within the context of the job concerned
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply and implement quality systems in a workplace, and/or a.2. apply and implement quality systems in an appropriate range of operational situations

Evidence Guide (continued)

APPLY QUALITY SYSTEMS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. implementing a quality assurance system a.2. using quality improvement tools and methods a.3. trialing, recommending and implementing improvements to work systems a.4. locating, interpreting and applying relevant information a.5. providing customer/client service a.6. working effectively with colleagues a.7. conveying information in written and oral form a.8. maintaining workplace records a.9. using workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. workplace quality assurance systems and procedures b.2. OHS regulations and hazard prevention policies and procedures b.3. operational procedures relevant to job requirements in the workplace b.4. obtaining assistance from other team members when required b.5. issue resolution procedures b.6. housekeeping procedures b.7. security procedures b.8. waste, pollution and recycling management policies and procedures <p>c. Action is taken promptly to report and/or rectify any identified quality problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to use infotechnology devices and computer applications in the workplace including identifying computer equipment and systems, setting up and shutting down equipment for use, and inputting, retrieving and presenting files/data in accordance with work requirements.

ELEMENT	PERFORMANCE CRITERIA
1. Identify infotechnology/ computer equipment and systems	<ul style="list-style-type: none"> a. Types of computerised equipment used in the work area are identified b. Functions of equipment, component parts and accessories are identified c. Applications for workplace activities of the different infotechnology systems and related software are interpreted d. Routine faults in operating systems, software applications and operator errors are identified e. Sources of information on rectifying faults and operating equipment, systems and application are identified
2. Set up and shut down equipment for use	<ul style="list-style-type: none"> a. Work station equipment is adjusted to meet ergonomic requirements and appropriate posture is used b. Computer is booted, logged on and checked where required for viruses c. Equipment is set up for work requirements in accordance with workplace procedures and manufacturer's guidelines d. Operating manuals and/or help screens for infotechnology equipment and software are used to inform work practices e. Software packages and accessories for required application are selected and accessed f. Required file and/or data to be accessed is identified g. Files/data are saved prior to shut-down h. Shut-down procedures for files, applications and equipment are followed

<p>3. Input, store, retrieve and present files/data</p>	<ul style="list-style-type: none"> a. Data is entered using appropriate equipment, keyboard/mouse, bar code reader or other system b. Accurate input is confirmed c. Files are created and/or saved in accordance with workplace procedures d. Data is manipulated to suit work requirements and checked for accuracy e. Appropriate printers are accessed and print-preview facilities used f. Files are transferred from drive to drive within workplace policies and guidelines g. Saved files are accessed through relevant directories h. Information and disk(s) are stored where appropriate i. Information is presented using computerised projection facilities where required
<p>4. Implement workplace procedures for management and security of data</p>	<ul style="list-style-type: none"> a. Security procedures are followed as required b. Information systems are managed in accordance with workplace procedures and manufacturer's guidelines c. Precautions against the loss or corruption of data are followed in accordance with workplace procedures

Range Of Variables

USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant OHS regulations and workplace procedures concerning the use of computer equipment in the workplace b. Work is performed under some supervision, generally within a team environment c. Work involves the application of routine procedures for the use of computers for information management in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in a range of work contexts e. Infotechnology/computer equipment may include: <ul style="list-style-type: none"> e.1. keyboards e.2. monitors e.3. bar code readers e.4. printers e.5. central processors e.6. networks (including intranet and Internet) e.7. CD-ROM drives e.8. floppy disk drives e.9. radio frequency devices e.10. computer driven projectors f. Computer applications may include: <ul style="list-style-type: none"> f.1. word processors f.2. inventory control and stock management systems f.3. electronic data interchange (EDI) systems f.4. information databases and storage systems f.5. invoicing and payment systems f.6. manifests control systems f.7. work organisation systems f.8. internet browsers f.9. computerised presentation software g. Personnel in the work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives

Range Of Variables (continued)

USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, goods and container identification/serial number a.3. manufacturer's instructions concerning the use computing equipment a.4. workplace procedures and policies for the use of computer equipment a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant codes of practice a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. relevant State/Territory environmental protection legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. dangerous goods code and regulations

USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify computer management information equipment and systems a.2. set up and shut down computer equipment in accordance with workplace procedures and manufacturer's instructions a.3. locate, interpret and apply relevant information a.4. use computerised information processing equipment, software and operating systems a.5. input, retrieve and present files/data a.6. maintain workplace computer files and records
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS procedures and guidelines concerning the use of computer equipment in the workplace b. OHS risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards c. Workplace procedures for the use of computer equipment and application software appropriate for work role d. Housekeeping standards and procedures required in the workplace e. Workplace/site layout f. Ability to modify activities depending on differing workplace contexts, risk situations and environments g. Ability to read and comprehend simple statements in English h. Ability to identify and use computer equipment, software, processes and procedures required within the context of the job i. Ability to maintain eye-hand coordination
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to use computer equipment and applications software to complete relevant workplace tasks, and/or a.2. use computer equipment and applications software to complete workplace tasks in an appropriate range of operational situations

Evidence Guide (continued)

USE INFOTECHNOLOGY DEVICES AND COMPUTER APPLICATIONS IN THE WORKPLACE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying computer equipment and systems a.2. setting up and shutting down computer equipment in accordance with workplace procedures and manufacturer's instructions a.3. locating, interpreting and applying relevant information a.4. using computerised information processing equipment, software and operating systems a.5. inputting, retrieving and presenting files/data a.6. maintaining workplace computer files and records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and work instructions concerning the use of computers and software relevant to job requirements in the workplace b.3. obtaining assistance from other team members when required b.4. housekeeping procedures <p>c. Action is taken promptly to report and/or rectify any difficulties in the use of computers/software in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to enter data into an infotechnology device using a keyboard including the application of OHS principles to keyboard operations and the accurate entry of the data.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Apply occupational health and safety principles</p>	<p>a. Information on OHS requirements when using keyboard/keypad devices is accessed and interpreted</p> <p>b. Posture and ergonomic settings of chair and workstation are adjusted following OHS guidelines</p> <p>c. OHS guidelines on the use of periods of rest and exercise are followed when using computer keyboards, calculators or other data entry devices using keyboards or keypads</p>
<p>2. Enter data</p>	<p>a. Text and numeric data are entered into a computer, calculator or other data entry device using a keyboard or keypad as part of workplace tasks</p> <p>b. Entered information is checked and corrected using a keyboard or keypad</p>

Range Of Variables

APPLY KEYBOARD SKILLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant OHS regulations and workplace procedures concerning the use of computer equipment in the workplace b. Work is performed under some supervision, generally within a team environment c. Work involves the application of the routine procedures for the use of computers for information management in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Keyboards/keypads may be used in a range of work contexts, including <ul style="list-style-type: none"> d.1. in the workplace, warehouse or depot d.1. in the business office d.1. in a vehicle on the road d.1. at a client's workplace e. Keyboards/keypads may be used on a range of infotechnology equipment, including: <ul style="list-style-type: none"> e.1. computers e.2. cash registers e.3. calculators e.4. electronic typewriters e.5. various forms of data entry devices f. Keyboard skills may be required to enter data via a range of work-based computer applications including: <ul style="list-style-type: none"> f.1. word processors f.2. inventory control and stock management systems f.3. electronic data interchange (EDI) systems f.4. information databases and storage systems f.5. invoicing and payment systems f.6. manifests control systems f.7. work organisation systems f.8. Internet browsers f.9. computerised presentation software g. Personnel in the work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

APPLY KEYBOARD SKILLS

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: <ol style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, goods and container identification/serial number a.3. manufacturer's instructions concerning the use of keyboards/keypads a.4. workplace procedures and policies for the use of computer equipment a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant codes of practice a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. standards and certification requirements a.11. quality assurance procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ol style="list-style-type: none"> a.1. relevant State/Territory OHS legislation a.2. workplace relations regulations a.3. workers compensation regulations

APPLY KEYBOARD SKILLS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. enter data accurately using a keyboard/keypad a.2. locate, interpret and apply relevant information a.3. check accuracy of entered data a.4. input, retrieve and present files/data a.5. follow OHS procedures when using a keyboard/keypad
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant OHS procedures and guidelines concerning the use of computer equipment in the workplace, including recommended posture, ergonomic settings of chair and work station, and the use of periods of rest and exercise b. OHS risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards c. Procedures for the use of keyboards and computer equipment in the workplace d. Housekeeping standards and procedures required in the workplace e. Site layout f. Ability to modify activities depending on differing workplace contexts, risk situations and environments g. Ability to read and comprehend simple statements in English h. Ability to identify computer equipment, processes and procedures used within context of the job i. Ability to maintain eye-hand coordination
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply keyboard skills to complete relevant workplace tasks, and/or a.2. apply keyboard skills to complete workplace tasks in an appropriate range of operational situations

Evidence Guide (continued)

APPLY KEYBOARD SKILLS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. entering data accurately using a keyboard/keypad a.2. locating, interpreting and applying relevant information a.3. checking accuracy of entered data a.4. inputting, retrieving and presenting files/data a.5. following OHS procedures when using a keyboard/keypad <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. OHS regulations and hazard prevention policies and procedures b.2. workplace procedures and work instructions concerning the use of keyboards/keypads in the workplace b.3. obtaining assistance from other team members when required b.4. housekeeping procedures <p>c. Action is taken promptly to report any difficulties in the entry of data using keyboards/keypads in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

TDTK798B PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

Field K Computers and Technology

DESCRIPTION:

This unit involves the skills and knowledge required to perform electronic data interchange (EDI) to transmit shipping documentation including identifying and establishing document purpose and information sources, compiling data files, and transmitting and receiving documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify and establish document purpose and information sources</p>	<p>a. Purpose of task is identified and appropriate document template(s) accessed b. Manual and computerised sources of data are accessed in accordance with the requirements of the task c. Existing files and data required to be updated are identified d. Stored data regarding applicable regulations, client instructions, protocols and procedures are selected and combined correctly for the task</p>
<p>2. Compile data files</p>	<p>a. Files are created/updated according to required format and layout b. Data are accurately entered following regulatory and workplace requirements and are consistent with required purpose c. All relevant sections of the documentation are checked for accuracy and completeness d. Discrepancies in documentation are identified and action undertaken in accordance with workplace procedures e. Files created or updated are saved and stored in accordance with workplace and regulatory requirements</p>
<p>3. Transmit documentation</p>	<p>a. Document destination(s) are correctly identified and selected b. Destinations are checked for readiness to receive transmission c. Security arrangements for data exchange are undertaken in accordance with workplace procedures d. Documents are transmitted ensuring componentry is used according to workplace procedures and that all information is correctly downloaded e. Action is undertaken within scope of authority to rectify transmission faults f. Print out of documents are made and filed/stored/forwarded in accordance with workplace procedures</p>
<p>4. Receive documentation</p>	<p>a. Infotechnology devices are checked for readiness to receive downloaded documentation b. Received documentation is printed and/or checked for accuracy and legibility c. Action is undertaken within scope of authority to rectify transmission faults d. Print-out of documents is made and filed/stored/forwarded in accordance with workplace procedures</p>

Range Of Variables

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations and workplace procedures concerning the use of electronic data interchange (EDI) to transmit shipping documentation b. Work is performed under general supervision c. Work involves the application of routine procedures to perform electronic data interchange (EDI) to transmit shipping documentation in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. The operations may be conducted in a range of work environments by day or night in a range of typical weather conditions b. Customers may be internal or external c. Work environment may include movement of equipment, goods, materials and vehicular traffic d. The electronic transfer medium may include: <ul style="list-style-type: none"> d.1. e-mail, d.2. bulletin boards d.3. computer faxes e. Security procedures may include: <ul style="list-style-type: none"> e.1. encryption of data e.2. controlled access e.3. regulated transmission times f. Transfer of data may include: <ul style="list-style-type: none"> f.1. interfaces between agents f.2. authorities f.3. brokers f.4. clients f.5. outposts g. Requirements for work may include: <ul style="list-style-type: none"> g.1. data protocols and procedures g.2. communications equipment g.3. security clearances g.4. incident/accident breakdown procedures g.5. authorities and permits g.6. hours of operations g.7. relevant regulations h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. international and domestic agents, suppliers, potential customers and existing clients h.3. relevant authorities and institutions h.4. management h.5. OHS specialists, h.6. other maintenance, professional or technical staff

Range Of Variables (continued)

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. radio i.7. oral, aural or signed communications j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies for the use of computer equipment and software required for electronic data interchange (EDI) a.2. manufacturer's instructions concerning the use required computing equipment and software a.3. goods identification numbers and codes a.4. manifests, bar codes, goods and container identification/serial numbers a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant codes of practice a.8. relevant legislation, regulations and related documentation a.9. award, enterprise bargaining agreement, other industrial arrangements a.10. relevant standards and certification requirements a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. local and international freight regulations a.2. relevant Australian standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. workplace relations regulations a.6. workers compensation regulations a.7. dangerous goods code and regulations

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and establish document purpose and information sources a.2. assess transmission procedures and protocols for different documents and destinations a.3. select appropriate data sources and transmission mediums a.4. compile data files a.5. transmit and receive documentation a.6. implement appropriate security procedures a.7. determine and complete required documentation a.8. maintain workplace records and files
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant agreements, codes of practice or other legislative requirements including local and international freight regulations b. Relevant OHS procedures and guidelines concerning the use of computer equipment in the workplace c. OHS risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards d. Workplace procedures for the transfer and storage of electronic data and the use of related computer equipment and application software e. Equipment applications, capacities, configurations, safety hazards and control mechanisms f. Housekeeping standards and procedures required in the workplace g. Workplace/site layout h. Ability to modify activities depending on differing workplace contexts, risk situations and environments i. Ability to read and comprehend simple statements in English j. Ability to identify and use computer equipment, software, processes and procedures relevant to the context of the job k. Ability to maintain eye-hand coordination
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to perform electronic data interchange (EDI) to transmit shipping documentation, and/or a.2. perform electronic data interchange (EDI) to transmit shipping documentation in an appropriate range of operational situations

PERFORM ELECTRONIC DATA INTERCHANGE (EDI) TO TRANSMIT SHIPPING DOCUMENTATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying and establishing document purpose and information sources a.2. assessing transmission procedures and protocols for different documents and destinations a.3. selecting appropriate data sources and transmission mediums a.4. compiling data files a.5. transmitting and receiving documentation a.6. implementing appropriate security procedures a.7. determining and completing required documentation a.8. maintaining workplace records and files <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. procedures related to relevant agreements, codes of practice or other legislative requirements, including local and international freight regulations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions concerning the use of computers and software relevant to electronic data interchange (EDI) operations in the workplace b.4. issue resolution procedures b.5. obtaining assistance from other team members when required b.6. guidelines relating to the effective use of technology equipment b.7. quality assurance procedures (where existing) b.8. security procedures b.9. housekeeping procedures <p>c. Action is taken promptly to report and/or rectify any difficulties in electronic data interchange (EDI) operations in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role, including identifying major areas of the workplace in terms of functions, organisational structures and occupations, and organising and accepting responsibility for own workload. It also includes the application of ethical practices in work activities, receiving and acting constructively on personal feedback, participating in the identification and meeting of one's own learning needs, and planning and organising a personal daily routine.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify major areas of the workplace in terms of functions, organisational structures and occupations</p>	<ul style="list-style-type: none"> a. The layout of the workplace, the flow of materials and goods where relevant and the work activities conducted in each work area are identified b. Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined c. The types of facilities in the workplace, their purpose and (any) risk factors attached to them are identified d. Equipment and technology used in the workplace are outlined in terms of function and physical characteristics e. Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties f. Key internal and external customers and the workplace areas that serve them are identified g. Workplace hazards are identified and related hazard minimisation procedures followed h. Relevant personal protection equipment (PPE) is identified and correctly used in accordance with regulations and workplace requirements i. Workplace emergency procedures are identified and followed in real and simulated emergency situations
<p>2. Organise and accept responsibility for own workload</p>	<ul style="list-style-type: none"> a. Priorities and deadlines are established in consultation with others (as appropriate) and recorded b. Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected c. Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions d. Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff e. Additional support to improve work is communicated clearly to appropriate personnel

<p>3. Apply ethical practices</p>	<ul style="list-style-type: none"> a. Workplace procedures, regulations and legislation appropriate to the position are identified and followed b. Commitments and undertakings to clients, colleagues and supervisors are met c. Required confidentiality is maintained d. Appropriate codes of acceptable and ethical work practices are applied e. Workplace security policies are identified including the relationship to personal job role
<p>4. Receive and act constructively on personal feedback</p>	<ul style="list-style-type: none"> a. Suggestions on ways to improve work are sought regularly from appropriate personnel b. Feedback is acted upon as required to improve work performance
<p>5. Participate in identifying and meeting own learning needs</p>	<ul style="list-style-type: none"> a. Operations of the workplace, workplace equipment and focus of endeavour are identified b. Organisational structure, career paths and training opportunities appropriate to the enterprise are identified c. Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements d. Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others
<p>6. Plan and organise a personal daily routine</p>	<ul style="list-style-type: none"> a. Daily routine is planned to take into account rosters, industrial agreements and workplace procedures b. Clarification of requirements of tasks is sought when appropriate c. Achievable time and other performance measures are agreed d. Tasks are completed with variations to plan identified and reported

Range Of Variables

COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Workplace orientation/induction is completed to enable a worker to enter and participate in the work activities of a workplace. Orientation/induction activities will be in accordance with the regulatory requirements and operational policies and procedures for the workplace concerned. b. Work is performed under some supervision, generally within a team environment. c. Work involves the development of the basic skills and knowledge to participate safely and effectively in workplace activities.
2. Worksite environment	<ul style="list-style-type: none"> a. Work will involve basic routine work functions in a variety of relevant work contexts b. Customers may be internal or external c. Operations may be conducted: <ul style="list-style-type: none"> c.1. by day or night c.2. in enclosed spaces c.3. in exposed conditions c.4. in controlled or open environments d. Hazards may include: <ul style="list-style-type: none"> d.1. vehicular traffic and pedestrians d.2. uneven ground, steps, road surfaces d.3. dust and vapours d.4. hazardous or dangerous materials d.5. humidity, air temperature and radiant heat d.6. light including UV d.7. noise e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. clients e.2. managers e.3. supervisors/team leaders e.4. workplace personnel e.5. visitors e.6. contractors e.7. official representatives e.8. union representatives e.9. industrial relations and OHS specialists e.10. other professional or technical staff e.11. local government authorities f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> f.1. company procedures f.2. enterprise procedures f.3. organisational procedures f.4. established procedures

Range Of Variables (continued)

COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Communication may involve the basic use of a range of communication technology including:</p> <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. radio <p>h. Personal protection equipment may include:</p> <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. sunscreen, sunglasses and safety glasses h.4. two-way radios h.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, checklists and instructions a.2. operations manuals a.3. induction/orientation documentation a.4. competency standards and training materials a.5. job specification, site/workplace map and details of organisation structure a.6. conditions of service, relevant legislation, regulations and related documentation a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. supplier and/or client instructions a.10. manifests, bar codes, goods and container identification a.11. goods identification numbers and codes a.12. manufacturer's specifications a.13. material safety data sheets a.14. relevant Australian standards and certification requirements a.15. quality assurance procedures a.16. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codes a.2. dangerous goods and freight regulations and codes a.3. relevant Australian and State/Territory OHS legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations a.6. licensing requirements for driving and carrying particular classes of goods a.7. workplace relations legislation a.8. workers compensation legislation

COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. describe workplace operating principles, products and services a.3. provide customer/client service and work effectively with others a.4. read and interpret signs and symbols relevant to workplace functions a.5. identify workplace hazards and follow hazard minimisation procedures a.6. maintain basic workplace documentation and records a.7. use workplace colloquial and technical language and communication technologies in the workplace context a.8. explain the purpose and requirements of the customers' needs and the impact of that relationship to industry, enterprise structure, business systems, environment, legal and government requirements a.9. convey information in written and oral form a.10. identify workplace structure and roles and responsibilities of the individual's authority systems and contacts a.11. follow workplace procedures and ethical requirements relevant to the position a.12. describe employee and employer obligations under award, employment contract, OHS and other legislation in relation to engagement, working times and conditions, dismissal and discipline
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Workplace procedures and standards and duty of care requirements including OHS and environmental protection responsibilities b. Conditions of service including: <ul style="list-style-type: none"> b.1. employer and employee obligations under award b.2. employment contract b.3. OHS and other regulations in relation to engagement b.4. working times and conditions b.5. dismissal and discipline arrangements c. Workplace structures and the roles and responsibilities of team/group members d. Site/workplace layout e. Emergency procedures f. Basic workplace documentation and record keeping procedures and requirements g. Customer service standards and procedures h. Workplace hazards and related hazard minimisation procedures i. Personal protection equipment and instructions for its use j. Ability to identify workplace products and services and their features k. Ability to communicate effectively with others in the workplace l. Ability to identify and correctly use equipment, processes and procedures

COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to complete workplace orientation/induction procedures, and/or</p> <p>a.2. complete workplace orientation/induction procedures in an appropriate workplace context</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating, interpreting and applying relevant workplace information</p> <p>a.2. applying workplace operating procedures</p> <p>a.3. providing customer/client service and working effectively with others</p> <p>a.4. reading and interpreting signs and symbols relevant to workplace functions</p> <p>a.5. identifying workplace hazards and following hazard minimisation procedures</p> <p>a.6. maintaining basic workplace documentation and records</p> <p>a.7. conveying information in written and oral form</p> <p>a.8. identifying workplace products and services</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant regulations and codes</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and work instructions</p> <p>b.4. relevant guidelines relating to the use of equipment</p> <p>b.5. emergency procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report any workplace incidents and/or problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	2	2	1	1	1

TDTL297B UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

Field L Resource Management

DESCRIPTION:

This unit involves the skills and knowledge required to undertake employee payroll activities in accordance with workplace requirements, including compiling and verifying payroll data, recording payroll data, and organising the payment of wages and salaries.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Compile and verify payroll data</p>	<p>a. Pay sheets are compiled and checked for accuracy and compliance with organisational requirements</p> <p>b. All earnings are authorised and calculated in accordance with defined remuneration policies and workplace procedures</p> <p>c. Records of leave entitlements, leave taken, loadings and allowances are maintained</p>
<p>2. Record payroll data</p>	<p>a. Gross pay and deductions are accurately calculated from information contained in relevant documents</p> <p>b. Payments due to employees are calculated within workplace timelines</p> <p>c. Details of pay identifying gross and net amounts, deductions and other details are prepared for employees</p> <p>d. Tax is calculated in accordance with Australian Taxation Office (ATO) procedures</p> <p>e. Periodic deductions are forwarded to nominated creditors within designated timelines</p>
<p>3. Organise payment of wages and salaries</p>	<p>a. Methods of payment are arranged in accordance with workplace policies and procedures</p> <p>b. Wages are prepared and issued within designated timelines</p> <p>c. Records are kept and maintained in accordance with statutory requirements</p> <p>d. Security procedures are followed and confidentiality and security of information are maintained</p>

Range Of Variables

UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace requirements concerning the completion of employee payroll requirements b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and relevant regulatory requirements to employee payroll activities in the stevedoring, transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Payroll activities may include the processing of information on: <ul style="list-style-type: none"> e.1. attendance e.2. payment details e.3. overtime allowances e.4. loadings e.5. leave records e.6. tax e.7. superannuation f. Payroll and other details may be manually or computer generated g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Personal protection equipment needed in the work area may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. protective clothing h.6. high visibility clothing i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail i.4. electronic data transfer (EDI) i.5. RF systems i.6. radio i.7. oral, aural or signed communications

Range Of Variables (continued)

UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Consultative processes may involve:</p> <ul style="list-style-type: none"> j.1. staff members j.2. management j.3. union representatives j.4. industrial relations and OHS specialists j.5. other professional or technical staff <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for payroll activities a.2. employees' work records a.3. award, enterprise bargaining agreement, and/or other industrial arrangements a.4. workers' conditions of service a.5. workers compensation and superannuation regulations a.6. operations manuals, job specifications and induction documentation a.7. Australian and international codes of practice and regulations relevant to workplace activities a.8. manufacturer's specifications for relevant office and computer equipment a.9. relevant Australian standards and certification requirements a.10. OHS procedures and policies a.11. quality assurance procedures a.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the payroll operations a.2. relevant State/Territory OHS and environmental protection legislation a.3. workplace relations regulations a.4. workers compensation regulations a.5. privacy legislation

UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information a.2. compile and verify payroll data a.3. make up pays a.4. record payroll data a.5. respond to and manage payroll inquiries a.6. use paper-based or computerised information processing equipment, software and operating systems a.7. provide customer/client service and work effectively with others a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to payroll activities b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for carrying out employee payroll activities d. Focus of operation of work systems, equipment, management and site operating systems for payroll activities e. Documentation requirements when carrying out employee payroll activities f. Problems that may occur when carrying out employee payroll activities and appropriate action that can be taken to resolve the problems g. Relationship of loading/unloading plans and sequence sheets and pay records of individuals h. Workplace grading systems i. Workplace leave and roster systems j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when carrying out employee payroll activities j.2. apply legislative and regulatory requirements relevant to employee payroll activities j.3. read and interpret instructions, procedures and employee records relevant to employee payroll activities j.4. receive, acknowledge and send messages with available communications equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake employee payroll activities, and/or a.2. undertake employee payroll activities in an appropriate range of operational workplace situations

Evidence Guide (continued)

UNDERTAKE EMPLOYEE PAYROLL ACTIVITIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying relevant information a.2. compiling and verifying payroll data a.3. making up pays a.4. recording payroll data a.5. responding to and managing payroll inquiries a.6. using paper-based or computerised information processing equipment, software and operating systems a.7. providing customer/client service and working effectively with others a.8. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. workplace procedures and instructions for the completion of payroll activities b.3. OHS policies and procedures b.4. obtaining assistance from other team members when required b.5. relevant guidelines relating to the safe use of equipment b.6. customer service and quality assurance procedures and policies <p>c. Action is taken promptly to report any difficulties when carrying out employee payroll activities in accordance with relevant regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct an induction process to introduce a new employee to a workplace, including outlining the relationship between the employee and the company, establishing and explaining the requirements of position, and completing relevant workplace documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Outline the relationship between employee and the company</p>	<ul style="list-style-type: none"> a. Employee is greeted and introduced to key personnel and areas in the workplace b. Workplace objectives, operating systems and workplace structures are explained c. The relationship between the employee's position and the workplace structure and objectives is identified d. Required OHS, workplace procedures and employment conditions are described e. Sources of information and assistance for the employee are identified f. Emergency procedures are explained
<p>2. Establish requirements of position</p>	<ul style="list-style-type: none"> a. Job role, responsibilities and reporting relationships are explained b. Immediate work colleagues are introduced c. Workplace facilities and layout are shown to the employee and flow of work/materials/goods and functions carried out in the areas are explained d. Initial training in relevant OHS, equipment and work systems is provided in accordance with workplace procedures e. Employee rights and responsibilities in terms of equal employment opportunity, sexual harassment and anti-discrimination are explained f. Training opportunities are organised for the development of the individual's job role g. Workplace expectations of work functions and outputs are clarified h. Opportunities for the employee to clarify concerns and ask questions are provided

3. Complete relevant workplace documentation
 - a. Workplace personnel records are completed in accordance with workplace requirements
 - b. Tax declaration and other relevant documentation are checked for compliance with requirements
 - c. Employee is requested to provide any additional information needed and notes are taken of any additional actions required
 - d. Workplace-specific documentation (if applicable) is submitted to appropriate personnel in accordance with workplace requirements
 - e. Requirements of Territory/State/Commonwealth legislation on equal employment opportunity, sexual harassment and anti-discrimination are fulfilled

Range Of Variables

CONDUCT INDUCTION PROCESS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves the planning, coordination and conduct of an induction program to prepare workers to enter and participate in the work activities of a workplace. Orientation/induction activities are in accordance with relevant regulatory requirements and operational policies and procedures for the workplace concerned. b. Work is performed under some supervision, generally within a team environment. c. Work involves the application of basic routine coaching and instruction principles and procedures to conduct an induction program for new workers and trainees commencing employment in the workplace.
2. Worksite environment	<ul style="list-style-type: none"> a. Work will involve basic routine induction training in a variety of relevant work contexts b. Customers may be internal or external c. Operations may be conducted: <ul style="list-style-type: none"> c.1. by day or night c.2. in enclosed spaces c.3. in exposed conditions c.4. in controlled or open environments d. Instruction methods may include: <ul style="list-style-type: none"> d.1. explanation d.2. demonstration d.3. guided site/workplace inspection d.4. provision of program notes and materials d.5. presentation using an overhead slide projector, computer-driven projector or video player/monitor d.6. written and practical assignments and exercises e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. uneven ground, steps, road surfaces e.3. dust and vapours e.4. hazardous or dangerous materials e.5. humidity, air temperature and radiant heat e.6. light including UV e.7. noise f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. clients f.2. managers f.3. supervisors/team leaders f.4. workplace personnel f.5. visitors f.6. contractors f.7. official representatives f.8. union representatives f.9. industrial relations and OHS specialists f.10. other professional or technical staff f.11. local government authorities

Range Of Variables (continued)

CONDUCT INDUCTION PROCESS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures <p>h. Communication may involve the basic use of a range of communication technology including:</p> <ul style="list-style-type: none"> h.1. phone h.2. electronic data interchange (EDI) h.3. fax h.4. e-mail h.5. Internet h.6. radio <p>i. Personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunscreen, sunglasses and safety glasses i.4. two-way radios i.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace induction procedures and related instruction materials a.2. operations manuals a.3. induction/orientation documentation a.4. competency standards and training materials a.5. job specification, site/workplace map and details of organisation structure a.6. conditions of service, relevant legislation, regulations and related documentation a.7. award, enterprise bargaining agreement, other industrial arrangements a.8. relevant codes of practice including the national standards for manual handling and the industry safety code a.9. supplier and/or client instructions a.10. manifests, bar codes, goods and container identification a.11. goods identification numbers and codes a.12. manufacturer's specifications a.13. material safety data sheets a.14. relevant Australian standards and certification requirements a.15. quality assurance procedures a.16. emergency procedures

Range Of Variables (continued)

CONDUCT INDUCTION PROCESS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codesa.2. dangerous goods and freight regulations and codesa.3. relevant Australian and State/Territory OH&S legislationa.4. equal employment legislation and related policiesa.5. environmental protection regulationsa.6. licensing requirements for driving and carrying particular classes of goodsa.7. workplace relations legislationa.8. workers compensation legislation

CONDUCT INDUCTION PROCESS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant induction documentation and instruction materials a.2. use workplace colloquial and technical language and communication technologies in the workplace context a.3. convey information in written and oral form a.4. use appropriate instructional methods and resources when conducting an induction/orientation program a.5. provide instruction on: <ul style="list-style-type: none"> a.5.1. the relationship between employee and the company a.5.2. the requirements of position a.5.3. workplace procedures and ethical requirements relevant to the position a.5.4. workplace products and services a.5.5. employee and employer obligations under award, employment contract, OHS and other legislation in relation to engagement, working times and conditions, dismissal and discipline a.5.6. customer/client service procedures a.5.7. signs and symbols relevant to workplace functions a.5.8. workplace hazards and related hazard minimisation procedures a.5.9. workplace documentation and records a.5.10. workplace structure and roles and responsibilities of the individual's authority systems and contacts
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Workplace induction procedures and documentation requirements b. Instructional methods and resources required to conduct an induction program c. Conditions of service of employees d. Workplace structures and the roles and responsibilities of employees e. Site/workplace layout f. Emergency procedures and related equipment g. Workplace documentation and record keeping procedures and requirements h. Customer service standards and procedures i. Workplace hazards and related hazard minimisation procedures j. Personal protection equipment and instructions for its use k. Ability to identify workplace products and services and their features l. Ability to communicate effectively with others in the workplace m. Ability to identify and correctly use instruction equipment, processes and procedures

CONDUCT INDUCTION PROCESS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct a workplace induction/orientation program, and/or</p> <p>a.2. conduct workplace induction/orientation programs in an appropriate range of workplace contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating, interpreting and applying relevant induction documentation and instruction materials</p> <p>a.2. using workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.3. conveying information in written and oral form</p> <p>a.4. using appropriate instructional methods and resources when conducting an induction/orientation program</p> <p>a.5. providing instruction within an induction program</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant regulations and codes</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace induction procedures</p> <p>b.4. guidelines relating to the use of instructional equipment and resources</p> <p>b.5. emergency procedures</p> <p>b.6. environmental protection procedures</p> <p>c. Action is taken promptly to report any problems in an induction/orientation program in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to apply conflict resolution strategies to resolve grievances that may occur in the course of work, including identifying potential conflict situations, implementing appropriate conflict resolution strategies, and using effective interpersonal skills. Grievances and conflict situations may include those between employees in the workplace, between employees and managers, as well as grievances that might be raised by customers.

ELEMENT	PERFORMANCE CRITERIA
1. Identify potential conflict situations	a. Signs, stages and possible causes of conflict/grievance are identified
2. Implement conflict resolution strategies	a. Factors and issues relevant to conflict/grievance are clarified b. Strategies for dealing with conflict/grievance situations are developed c. Options for resolution of the conflict/grievance are identified which allow for constructive responses to be negotiated and enable established relationships to continue d. Strategies are implemented for the resolution of the source of conflict e. Outcomes of the process are monitored to ensure objectives continue to be met
3. Use effective interpersonal skills	a. Effective verbal and non-verbal communication is used during negotiations, including body language, questioning, language style, active listening and reflection b. Feedback is given assertively and received non-defensively during negotiations

Range Of Variables

APPLY CONFLICT/GRIEVANCE RESOLUTION STRATEGIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in management and resolution of conflicts and grievances both internal and external to the workplace b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. Work involves application of conflict/grievance resolution strategies in conflict situations that may arise amongst personnel both internal to and external to the workplace
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Conflicts/grievances may arise at all levels of the organisation in a range of possible situations including: <ul style="list-style-type: none"> d.1. amongst internal personnel d.2. between internal personnel and external personnel such as customers, suppliers, contractors, equipment manufacturers, etc. d.3. between external personnel and the organisation d.4. between internal personnel and management e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other employees and supervisors e.2. management e.3. customers/clients e.4. suppliers of goods/materials e.5. manufacturer's of equipment e.6. contractors e.7. relevant authorities e.8. union representatives e.9. OHS specialists e.10. other maintenance, professional or technical staff f. Communications systems may involve: <ul style="list-style-type: none"> f.1. face-to-face conversations and meetings f.2. telephone f.3. fax f.4. e-mail f.5. mail g. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> g.1. company plans/procedures g.2. enterprise plans/procedures g.3. organisational plans/procedures g.4. established plans/procedures

Range Of Variables (continued)

APPLY CONFLICT/GRIEVANCE RESOLUTION STRATEGIES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures for the resolution of conflicts/grievances a.2. records of action to resolve conflicts/grievances and documentation of agreements reached a.3. job specifications a.4. conditions of service, relevant legislation, regulations and related documentation a.5. award, enterprise bargaining agreement, workers compensation, and other industrial arrangements a.6. relevant codes of practice including the national standards for manual handling and the industry safety code a.7. supplier and/or client instructions a.8. manifests, bar codes, goods and container identification a.9. goods identification numbers and codes a.10. manufacturer's specifications a.11. material safety data sheets a.12. relevant Australian standards and certification requirements a.13. quality assurance procedures a.14. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

APPLY CONFLICT/GRIEVANCE RESOLUTION STRATEGIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor team performance including mediating and resolving issues surrounding diverse work styles, aspirations, cultures and perspective, maximising positive outcomes for the organisation and the individuals within it a.2. recognise typical symptoms and causes of conflict in the workplace and ways of resolving conflict situations a.3. identify appropriate conflict/grievance resolution strategies a.4. implement conflict resolution strategies a.5. use effective interpersonal skills a.6. apply techniques to encourage appropriate participation of team/group members in networking with other teams/groups for mutual benefit a.7. maintain required workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the identification and resolution of conflicts/grievances d. Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality e. Signs, stages and possible causes of conflict in the workplace f. Options for constructive responses to typical conflict/grievance situations g. Typical problems that can occur when applying conflict/grievance resolution strategies and related appropriate action that can be taken h. Ability to identify existing and potential conflicts/grievances i. Ability to negotiate and work effectively with others j. Ability to give and follow simple instructions k. Ability to apply interpersonal skills l. Ability to participate in small informal work groups m. Ability to gather, record and convey simple and routine work-related information n. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply conflict/grievance resolution strategies in the workplace, and/or a.2. apply conflict/grievance resolution strategies in a range of conflict/grievance situations

APPLY CONFLICT/GRIEVANCE RESOLUTION STRATEGIES

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. monitoring team performance a.2. recognising typical symptoms and causes of conflict in the workplace and ways of resolving conflict situations a.3. identifying appropriate conflict/grievance resolution strategies a.4. implementing conflict resolution strategies a.5. using effective interpersonal skills a.6. applying techniques to encourage appropriate participation of team/group members in networking with other teams/groups for mutual benefit a.7. maintaining required workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. use of consultative approaches to clarify, evaluate and resolve workplace conflicts/grievances b.3. workplace procedures and policies related to the resolution of conflicts and grievances b.4. relevant guidelines relating to confidentiality and security of information made available during the resolution of conflicts/grievances <p>c. Action is taken promptly to report and/or take appropriate action on any existing or potential conflicts or grievances in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to complete routine administrative activities in a transport, warehousing, distribution and/or storage workplace, including receiving and distributing incoming mail, receiving and despatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Receive and distribute incoming mail</p>	<ul style="list-style-type: none"> a. Incoming mail is checked and registered to ensure accuracy of records b. Urgent and confidential mail is identified and distributed to the addressee promptly c. Mail is sorted and despatched to nominated person/location d. Damaged, suspicious or missing items are recorded and where necessary reported in accordance with workplace procedures
<p>2. Receive and despatch outgoing mail</p>	<ul style="list-style-type: none"> a. Outgoing mail is collected from required sections of the organisation, checked and sorted to ensure all items are correctly prepared for despatch b. Mail items are collated, recorded in the register (where applicable) and correctly despatched to meet designated timelines
<p>3. File documents</p>	<ul style="list-style-type: none"> a. Documents are classified, sorted and filed in accordance with workplace procedures b. Classification uncertainties are referred to other personnel in accordance with workplace procedures c. Documents are identified and retrieved d. Specified files/records are located within designated timelines e. Located files are extracted from system and despatched to the nominated person f. Security and confidentiality procedures are followed
<p>4. Receive and relay written and oral messages</p>	<ul style="list-style-type: none"> a. Messages are received and accurately recorded b. Areas of uncertainty are clarified with conveyor of the message c. Messages are relayed to the nominated person within designated timelines

Range Of Variables

COMPLETE ROUTINE ADMINISTRATIVE TASKS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the relevant regulations and workplace procedures b. Work is performed under supervision c. Work involves the application of the basic principles and routine procedures to complete routine administrative tasks in a transport, warehousing, distribution and/or storage organisation
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night: b. Customers may be internal or external c. Mail items may include: <ul style="list-style-type: none"> c.1. company procedures c.2. bulk quantities c.3. single items c.4. letters c.5. facsimiles c.6. e-mails d. Receival and despatch processes for internal and external mail/documents/messages follow workplace processes and procedures e. Requirements for work may include: <ul style="list-style-type: none"> e.1. workplace procedures e.2. site restrictions and procedures e.3. use of safety and personal protection equipment e.4. communications equipment e.5. hours of operations e.6. security procedures e.7. relevant regulations f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. potential customers and existing clients f.2. other employees and supervisors f.3. management f.4. union representatives f.5. industrial relations, Occupational Health and Safety specialists f.6. other professional or technical staff g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

COMPLETE ROUTINE ADMINISTRATIVE TASKS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Communication in the work area may include:</p> <ul style="list-style-type: none"> h.1. fixed phone h.2. mobile phone h.3. fax h.4. e-mail h.5. Internet h.6. radio h.7. oral, aural or signed communications <p>i. Depending on workplace context, personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. sunglasses and UV protection i.4. two-way radios i.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for the completion of routine administrative tasks associated with courier and delivery operations a.2. operations manuals a.3. job specifications a.4. induction documentation a.5. competency standards and training materials a.6. manufacturer's client's specifications, instructions and labelling advice including material safety data sheets a.7. Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items a.8. supplier and/or client instructions a.9. international transport regulations, codes and procedures a.10. Australian and international standards, criteria and certification requirements a.11. award, enterprise bargaining agreement, other industrial arrangements a.12. quality assurance procedures a.13. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory roads and traffic authority road rule and licence requirements a.2. Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail courier operations a.3. relevant Australian and international standards, criteria and certification requirements a.4. relevant State/Territory environmental protection legislation a.5. relevant State/Territory OHS legislation

COMPLETE ROUTINE ADMINISTRATIVE TASKS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. receive and despatch various mail items a.2. select appropriate equipment and work systems a.3. complete required document filing tasks a.4. use appropriate communication strategies and equipment a.5. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State /Territory mass and loading regulations b. OHS and procedures and guidelines relevant to administrative operations c. Hazards in routine administrative operations in the workplace concerned and related precautions to control the risk d. Workplace procedures and policies for the completion of routine administrative tasks e. Housekeeping standards and procedures required in the workplace f. Requirements of work systems operations and relevant equipment g. Equipment, methods and strategies used in the routine administration operations h. Ability to identify and correctly use equipment required when carrying out routine administration tasks i. Ability to modify activities depending on differing workplace contexts, risk situations and environments j. Ability to read and comprehend simple statements in English
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to complete routine administrative operations, and/or a.2. complete routine administrative tasks in an appropriate range of operational contexts

COMPLETE ROUTINE ADMINISTRATIVE TASKS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. receiving and despatching various mail items a.2. selecting appropriate equipment and work systems a.3. completing required document filing tasks a.4. using appropriate communication strategies and equipment a.5. maintaining workplace records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. Dangerous Goods Code and other regulations pertaining to courier delivery operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions for the routine administrative tasks b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report any difficulties in administrative tasks in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to mail, delivery items, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	1

TDTL998B MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

Field L Resource Management

DESCRIPTION:

This unit involves the skills and knowledge required to manage personal work priorities and own professional development, including managing own qualities, goals, plans and performance, setting and meeting own work priorities, and developing and maintaining own professional competence.

ELEMENT	PERFORMANCE CRITERIA
1. Manage self	<ul style="list-style-type: none"> a. Personal qualities and performance serves as a role model in the workplace b. Personal goals and plans reflect the organisation's plans and personal roles, responsibilities and accountabilities c. Action is taken to achieve and extend personal goals beyond those planned d. Consistent personal performance is maintained in varying work conditions and work contexts
2. Set and meet own work priorities	<ul style="list-style-type: none"> a. Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives b. Technology is used efficiently and effectively to manage work priorities and commitments
3. Develop and maintain professional competence	<ul style="list-style-type: none"> a. Personal knowledge and skills are assessed against competency standards to determine development needs and priorities b. Feedback from clients and colleagues is used to identify and develop ways to improve competence c. Management development opportunities suitable to personal learning style(s) are selected and used to develop competence d. Participation in professional networks and associations enhances personal knowledge, skills and relationships e. New skills are identified and developed to achieve and maintain a competitive edge

Range Of Variables

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement in managing personal work priorities and professional development b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer/supplier contact and coordination d. Work priorities and professional development are directed at maximising achievement of the individual in accordance with the enterprise's objectives and strategic plans e. Professional development activities may include: <ul style="list-style-type: none"> e.1. attendance at formal education/training programs e.2. completion of internal short training programs e.3. attendance at relevant conferences, seminars and workshops e.4. reading of relevant journals and literature e.5. networking with other technical, managerial and professional staff e.6. coaching/mentoring on the job e.7. workplace training projects f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. customers/clients f.2. other employees and supervisors f.3. supplier representatives f.4. manufacturers' representatives f.5. trainers f.6. management f.7. union representatives f.8. OHS specialists f.9. other maintenance, professional or technical staff

Range Of Variables (continued)

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

VARIABLE	SCOPE
<p>2 Worksite environment (continued)</p>	<p>g. Communications systems may involve:</p> <ul style="list-style-type: none"> g.1. face-to-face conversation, meetings and workshops g.2. telephone g.3. fax g.4. e-mail g.5. electronic data transfer of information (EDI) g.6. mail <p>h. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:</p> <ul style="list-style-type: none"> h.1. company plans/procedures h.2. enterprise plans/procedures h.3. organisational plans/procedures h.4. established plans/procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. training notes and materials a.4. journals and work-related literature a.5. competency standards a.6. customer/client instructions a.7. customer service standards and procedures a.8. workplace products and services information a.9. quality assurance standards and procedures a.10. relevant agreements, codes of practice including the national standards for services and operations a.11. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.12. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.13. legislation, regulations and related documentation relevant to business operations a.14. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.15. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. manage own work to achieve organisational goals and required results a.2. manage competing priorities to achieve personal and organisational goals and results a.3. develop a clear set of work goals a.4. identify and access opportunities for professional development a.5. seek feedback and act on constructive advice a.6. develop constructive responses when confronted with problems a.7. identify requirements of tasks and organise planning, job completion and evaluation stages a.8. research, interpret and apply relevant information a.9. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the management of personal work priorities and professional development d. Competencies required to increase participation in the planning and development organisation e. Appropriate learning methods to maintain current competence or develop new competencies f. Resource availability including the competencies of individuals in the team/group g. Coaching and mentoring approaches to support team members to share knowledge and skills h. Workplace business policies and plans including procedures for undertaking professional development i. Typical problems that can occur when managing personal work priorities and professional development and related action that can be taken j. Ability to take advantage of learning opportunities both in the workplace and within training programs and workshops k. Ability to work collaboratively with others l. Ability to plan work activities, including predicting consequences and identifying improvements m. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to manage personal work priorities and professional development, and/or a.2. manage personal work priorities and professional development in an appropriate range of operational contexts

MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. managing own work to achieve organisational goals and required results a.2. managing competing priorities to achieve personal and organisational goals and results a.3. developing a clear set of work goals a.4. identifying and accessing opportunities for professional development a.5. seeking feedback and acting on constructive advice a.6. developing constructive responses when confronted with problems a.7. identifying requirements of tasks and organising planning, job completion and evaluation stages a.8. researching, interpreting and applying relevant information a.9. providing customer/client service and work effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the management of personal work priorities and professional development b.4. relevant guidelines relating to the use of equipment in the workplace b.5. issue resolution procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning personal work priorities and professional development in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements, including assessing the goods/stock to be transported, determining the transit needs and any special requirements, confirming requirements with the customer and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess goods/stock to be transported</p>	<ul style="list-style-type: none"> a. Customer service parameters are followed in accordance with workplace procedures b. In consultation with customer key characteristics of the goods/stock to be transported are determined c. Regulatory and/or specific requirements for load shipment are identified d. Specific load handling characteristics/requirements are identified e. Task requirements are matched to workplace capability and operational focus
<p>2. Determine transit requirements</p>	<ul style="list-style-type: none"> a. Applicable transportation modes are matched for customer's geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements b. Required pick-up and destination point(s) are identified and assessed for safe access and operation c. Specified transit times and routes are identified and agreed with customer d. Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness e. Risk assessment of transport service is undertaken in accordance with workplace policy and procedures
<p>3. Complete documentation</p>	<ul style="list-style-type: none"> a. Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and within scope of authority b. Parameters of service requirements for the workplace and customer are documented c. Quotations for services/specifications are itemised and documented d. Legislative, insurance or specific conditions for load transport are recorded

Range Of Variables

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements b. Work is performed under minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves responsibility for the assessing and confirming customer freight transport requirements and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Consignments may be: <ul style="list-style-type: none"> d.1. single and multi-site locations d.2. palletised d.3. containerised d.4. packaged or loose d.5. in gas, liquid or solid form e. Special freight transport requirements may involve: <ul style="list-style-type: none"> e.1. single and multi-site locations e.2. temperature controlled stock e.3. live stock e.4. dangerous goods e.5. hazardous substances e.6. specific security arrangements e.7. oversize/overmass loads f. Decision to provide service to customer is undertaken within scope of authority g. Decisions should reflect the scope of the organisation to undertake the task, and/or to outsource some or all of the task h. Key characteristics of the goods/stock to be transported may include the: <ul style="list-style-type: none"> h.1. type of goods to be transported h.2. load characteristics including perishability, spoilage, fragility, compatibility h.3. packing and stowing requirements for load h.4. aggregate size and capacity of load to be transported

Range Of Variables (continued)

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

VARIABLE	SCOPE
<p>2 Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. existing and potential customers/clients i.2. other employees and supervisors i.3. suppliers i.4. manufacturers i.5. relevant authorities i.6. management i.7. union representatives i.8. OHS specialists i.9. other maintenance, professional or technical staff j. Communications systems may involve: <ul style="list-style-type: none"> j.1. face-to-face conversation j.2. telephone j.3. fax j.4. e-mail j.5. electronic data transfer of information (EDI) j.6. mail k. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> k.1. company plans/procedures k.2. enterprise plans/procedures k.3. organisational plans/procedures k.4. established plans/procedures
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documentation may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. customer service standards and procedures a.3. supplier and/or client instructions a.4. workplace products and services information a.5. quality assurance standards and procedures a.6. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.7. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.8. Dangerous goods codes and related regulations and documentation including material safety data sheets a.9. relevant agreements, codes of practice including the national standards for services and operations a.10. reports of accidents and incidents a.11. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.12. legislation, regulations and related documentation relevant to workplace operations

Range Of Variables (continued)

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant regulations, standards and codes of practice a.2. trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. provide customer/client service and work effectively with others a.2. assess goods/stock to be transported and determine transit requirements a.3. mediate and resolve issues surrounding service operations maximising positive outcomes for the organisation and for customers a.4. apply leadership skills to the completion of transport projects including the assessment of tasks, and facilitation of planning processes a.5. manage own work to achieve organisational goals and required results a.6. suggest improvements to transport operations and negotiate changes to improve service delivery a.7. apply techniques to encourage appropriate participation of team/group members and external organisations or individual with relevant expertise a.8. identify requirements of tasks and organise planning, job completion and evaluation stages a.9. locate, interpret and apply relevant information
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements including mass and load regulations b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the assessing and confirming customer transport requirements d. Relevant workplace business customer service policies and practices, including requirements for the maintenance of security and confidentiality e. Strategies to implement continuous improvement processes f. Focus of operation of customer service and quotation/specification systems and resources g. Typical problems that can occur when providing customer service and related appropriate action that can be taken h. Ability to negotiate and work effectively with others i. Ability to plan work activities, including predicting consequences and identifying improvements j. Ability to identify improvements to services, resource allocation and use k. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to assess and confirm customer freight transport requirements, and/or a.2. assess and confirm customer freight transport requirements in an appropriate range of operational contexts

ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. providing customer/client service and working effectively with others a.2. assessing goods/stock to be transported and determine transit requirements a.3. mediating and resolving issues surrounding service operations, maximising positive outcomes for the organisation and for customers a.4. locating, interpreting and applying relevant information <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the confirmation of customer freight transport requirements b.4. relevant guidelines relating to confidentiality of customers, clients and goods/materials to be carried b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any freight transport customer service and quotation problems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to monitor and process attendance records in accordance with regulatory and workplace requirements, including monitoring attendance records and checking and processing attendance information.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Monitor attendance records</p>	<ul style="list-style-type: none"> a. Hours worked, as recorded for each employee, are accessed, checked and documented on a prescribed time basis b. Employee record cards or other daily time records showing hours absent are followed up to ensure authorised absences are accurately recorded c. Employee daily time records showing additional hours worked are followed up to determine whether additional payments are authorised d. Unauthorised absences are notified to appropriate personnel on a timely basis to ensure follow-up action is initiated e. Employee attendance sheets are received, checked and processed to ensure accurate employee records are maintained
<p>2. Process attendance records</p>	<ul style="list-style-type: none"> a. Unexplained absences are identified, confirmed and appropriate personnel are notified for follow-up action b. Timesheets, or equivalent, are checked and forwarded to payroll department for costing purposes c. Employee record cards or other identification system requirements are checked and redistributed on a timely basis

Range Of Variables

MONITOR AND PROCESS ATTENDANCE RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the codes of practice and workplace requirements relevant to the monitoring and processing of attendance records b. Work is performed individually, but the ability to work within a team environment may be required c. Work involves the application of workplace procedures and relevant regulatory and code requirements to the monitoring and processing of attendance records as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Employees include all personnel whose attendance is recorded for timekeeping purposes c. Workplaces may comprise large, medium or small worksites d. Timekeeping records and systems may include, but are not limited to: <ul style="list-style-type: none"> d.1. clock cards/identification numbers d.2. swipe cards/physical recognition systems d.3. manual clocking systems d.4. integrated attendance sheet systems d.5. maternity/paternity leave d.6. jury leave d.7. rest breaks between shifts/overtime e. Information on attendance records may be obtained from: <ul style="list-style-type: none"> e.1. timesheets e.2. absentee records e.3. payroll department e.4. record cards e.5. identification system requirements f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees, supervisors and managers f.2. affected customers f.3. official representatives f.4. relevant authorities and institutions f.5. management and union representatives f.6. industrial relations and OHS specialists g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. RF systems g.7. oral, aural or signed communications

Range Of Variables (continued)

MONITOR AND PROCESS ATTENDANCE RECORDS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. high visibility clothing i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. regulatory and/or code requirements relevant to the maintenance of attendance records a.2. workplace procedures and policies for the monitoring and processing of attendance records a.3. employees' timesheets, absentee records, record cards or computer files a.4. operations manuals, job specifications and induction documentation a.5. manufacturer's specifications for office equipment a.6. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.7. relevant Australian standards and certification requirements a.8. quality assurance procedures a.9. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. federal and State/Territory award legislation a.2. relevant State/Territory regulations and codes of practice relevant to the monitoring and processing of attendance records a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory OHS and environmental protection legislation a.5. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.6. workers' compensation regulations

MONITOR AND PROCESS ATTENDANCE RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check and document attendance records accurately a.2. complete documentation accurately a.3. locate, interpret and apply relevant information a.4. work effectively with others a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.7. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations and codes of practice relevant to the monitoring and processing of attendance records b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the monitoring and processing of attendance records d. Focus of operation of work systems, equipment, management and site operating systems for the monitoring and processing of attendance records e. Elements of human resources systems relevant to the monitoring and processing of attendance records, including: <ul style="list-style-type: none"> e.1. workplace's timekeeping practices e.2. conditions of employment e.3. labour/costing practices e.4. industrial agreements and awards e.5. auditing requirements e.6. payroll practices and procedures e.7. personnel records requirements e.8. computer based personnel recording systems f. Problems that may occur when monitoring and processing attendance records and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements for the monitoring and processing of attendance records including computer based personnel recording systems h. Ability to: <ul style="list-style-type: none"> h.1. interpret conditions of employment and industrial agreements/awards h.2. prepare documentation in line with workplace format h.3. conduct simple calculations required when monitoring and processing attendance records h.4. select and use relevant computer/communication/office equipment required when monitoring and processing attendance records h.5. solve problems that arise when monitoring and processing attendance records h.6. read and interpret instructions, procedures and information relevant to the monitoring and processing of attendance records h.7. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

MONITOR AND PROCESS ATTENDANCE RECORDS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to monitor and process attendance records, and/or a.2. monitor and process attendance records in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. checking and documenting attendance records a.2. completing documentation a.3. locating, interpreting and applying relevant information a.4. working effectively with others a.5. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report on any problems when monitoring and processing attendance record in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	2	2	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to implement equal employment equity strategies in accordance with regulatory and workplace requirements, including identifying and communicating agreed employment equity direction, responding to enquiries regarding employment equity, implementing employment equity strategies, contributing to policy development, and evaluating and reporting on the implementation of equal employment opportunity strategies in the workplace.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and communicate agreed employment equity direction	<ul style="list-style-type: none"> a. Employment equity information and policy requirements are identified for the workplace b. Employment equity information is disseminated to ensure relevant requirements are considered in decisions made within the workplace c. Advice is provided to assist with consistent interpretation of employment equity information d. Negotiations are undertaken with management to ensure equity principles are incorporated throughout the workplace e. Interpretation and advice are provided on legislative requirements, workplace objectives and constraints, and human resource management practices
2. Respond to enquiries regarding employment equity	<ul style="list-style-type: none"> a. Arrangements are made to ensure advise on employment equity can be provided to personnel within necessary timeframes b. Enquiries are analysed to identify necessary information required to respond sufficiently c. Sources of information are identified and accessed to formulate response d. Responses are communicated clearly and appropriately and understanding of the response is checked
3. Implement employment equity strategies	<ul style="list-style-type: none"> a. Strategies are developed to implement policies and objectives b. Measures are identified which reflect the success of strategies developed and suitable data collected
4. Contribute to policy development	<ul style="list-style-type: none"> a. Consultation is regularly undertaken with stakeholders on policy development b. Advice is provided concerning the employment equity implications of policy
5. Evaluate and report	<ul style="list-style-type: none"> a. Data used to measure employment equity policy performance is collected and statistically analysed b. Annual and other reports are produced on employment equity policy performance c. Results of employment equity strategies and performances are conveyed in a timely and appropriate way to relevant individuals and groups

Range Of Variables

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulatory and workplace requirements relevant to the implementation of equal employment equity strategies in the workplace b. Work is performed individually, but the ability to work within a team environment may be required c. Work involves the application of workplace procedures and relevant regulatory requirements to the implementation of equal employment equity strategies as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Workplaces may comprise large, medium or small worksites c. Recording mechanisms/systems may include: <ul style="list-style-type: none"> a.1. paper-based systems a.2. electronic systems d. Work organisation procedures and practices may include: <ul style="list-style-type: none"> d.1. security procedures d.2. payroll systems d.3. industrial relations policies and agreements d.4. superannuation procedures d.5. dispatching and collecting procedures d.6. employment policies e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. employees e.2. supervisors and managers e.3. official representatives e.4. relevant authorities and institutions e.5. union representatives e.6. industrial relations and OHS specialists f. Communication in the work area may include: <ul style="list-style-type: none"> f.1. phone f.2. electronic data interchange (EDI) f.3. fax f.4. e-mail f.5. Internet f.6. RF systems f.7. oral, aural or signed communications g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. regulatory requirements relevant to employment equity a.2. workplace procedures and policies for the implementation of equal employment equity strategies a.3. operations manuals, job specifications and induction documentation a.4. manufacturer's specifications for office equipment a.5. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.6. relevant Australian standards and certification requirements a.7. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.2. relevant State/Territory privacy legislation a.3. freedom of information legislation a.4. relevant State/Territory OHS and environmental protection legislation

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. respond to enquiries regarding employment equity a.2. implement employment equity strategies a.3. contribute to employment equity policy development a.4. evaluate and report on the implementation of employment equity strategies a.5. locate, interpret and apply relevant information a.6. work effectively with others a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to equal employment equity b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the implementation of equal employment equity strategies d. Focus of operation of work systems, equipment, management and site operating systems for the implementation of equal employment equity strategies e. Elements of workplace operations relevant to the implementation of equal employment equity strategies, including: <ul style="list-style-type: none"> a.1. training and social justice policies and procedures a.2. workplace organisational structure a.3. workplace human resource policies and practices a.4. job description and specifications a.5. referral processes a.6. workplace standards and delegations a.7. quality management a.8. work area business plans a.9. industrial awards and enterprise agreements f. Problems that may occur when implementing equal employment equity strategies and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements for the implementation of equal employment equity strategies

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

<p>3. Required knowledge and skills (continued)</p>	<p>h. Ability to:</p> <ul style="list-style-type: none"> h.1. interpret employment equity strategies, conditions of employment and industrial agreements/awards h.2. prepare documentation in line with workplace format h.3. select and use relevant computer/communication/office equipment required when implementing equal employment equity strategies h.4. solve problems that arise when implementing equal employment equity strategies h.5. read and interpret instructions, procedures and information relevant to the implementing of equal employment equity strategies h.6. communicate, counsel and negotiate with employees on employment equity matters
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement equal employment equity strategies, and/or a.2. implement equal employment equity strategies in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. responding to enquiries regarding employment equity a.2. implementing employment equity strategies a.3. contributing to employment equity policy development a.4. evaluating and reporting on the implementation of employment equity strategies a.5. locating, interpreting and applying relevant information a.6. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant regulations and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report on any issues involving employment equity in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

IMPLEMENT EQUAL EMPLOYMENT EQUITY STRATEGIES

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to promote effective workplace practice, including contributing positively to the work team environment, observing and promoting work safety procedures, maintaining and promoting the well being of workplace team(s), and participating in competency development activities.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Contribute positively to the work team environment</p>	<p>a. Workplace objectives are identified, interpreted and positively promoted to associated personnel and/or work team members</p> <p>b. Communications with associated personnel and/or work team members are effectively established</p> <p>c. Disputes are resolved through effective negotiation with the relevant individuals or groups</p> <p>d. Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals submitted to relevant authorities</p>
<p>2. Observe and promote work safety procedures</p>	<p>a. Relevant statutory and workplace requirements for Occupational Health and Safety are communicated to all personnel and implemented at all worksites</p> <p>b. Accidents and injuries are reported and investigated in accordance with workplace policy</p> <p>c. Potential hazards and safety risks are identified, investigated and recommendations for preventative action referred to appropriate authorities</p> <p>d. Training in programs of Occupational Health and Safety and First Aid are implemented</p>
<p>3. Maintain and promote well being of team</p>	<p>a. Prescribed medical and physical fitness criteria are promoted and maintained within the work environment</p> <p>b. Situations threatening safety arising from physical/psychological incompatibility with the work environment are identified and resolved</p>
<p>4. Participate in competency development</p>	<p>a. Competencies required for work are identified, attained and maintained</p> <p>b. Personal development and other competency development programs are accessed and undertaken</p> <p>c. Competency deficiencies in personnel are identified and remedial action, including counselling, is initiated where necessary</p> <p>d. Workplace trainer and assessor requirements are identified and satisfied</p>

Range Of Variables

PROMOTE EFFECTIVE WORKPLACE PRACTICE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the regulatory and workplace requirements relevant to the promotion of effective workplace practice b. Work is performed individually, but the ability to work within a team environment may be required c. Work involves the application of workplace procedures and relevant regulatory and code requirements to the promotion of effective workplace practice as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Workplaces may comprise large, medium or small worksites c. Work environment may in a depot, a worksite or a store, either as an individual, a team leader or a coordinator d. Work may involve exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicular traffic e. Equipment may include: <ul style="list-style-type: none"> e.1. customer information e.2. workplace procedures e.3. quality assurance policy e.4. relevant OHS guidelines e.5. relevant competency guidelines f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. employees, supervisors and managers f.2. customers f.3. suppliers and contractors f.4. industrial relations and OHS specialists g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. RF systems g.7. oral, aural or signed communications h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. high visibility clothing

Range Of Variables (continued)

PROMOTE EFFECTIVE WORKPLACE PRACTICE

VARIABLE	SCOPE
2. Worksite environment (continued)	i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. regulatory and/or code requirements relevant to workplace activities a.2. workplace procedures and policies a.3. workplace objectives a.4. customer enquiries, responses and records a.5. quality assurance measures relevant to workplace activities a.6. training materials a.7. competency guidelines a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for workplace equipment a.10. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.11. Australian standards and certification requirements relevant to workplace activities a.12. emergency procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. federal and State/Territory regulations and codes of practice relevant to workplace activities a.2. relevant State/Territory OHS and environmental protection legislation a.3. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.4. workers' compensation regulations

PROMOTE EFFECTIVE WORKPLACE PRACTICE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate effectively with team members a.2. negotiate effectively with individuals or groups a.3. maintain and promote the well being of the team a.4. select and appropriately use protective clothing a.5. locate, interpret and apply relevant information a.6. work effectively with others a.7. maintain workplace records a.8. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.9. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations and codes of practice relevant to the workplace practices b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the promotion of effective work practices d. Focus of operation of work systems, equipment, management and site operating systems e. Elements of workplace operations relevant to effective work practice, including: <ul style="list-style-type: none"> e.1. workplace corporate plans, goals and objectives and industrial relations e.2. communication and negotiation techniques and the benefits, advantages and disadvantages associated with them e.3. group work practices and group dynamics e.4. corporate customer service objectives e.5. workplace procedures related to recording of customer enquiries and actions e.6. dispute settlement processes e.7. workplace OHS and physical fitness requirements and related first-aid policies e.8. competencies and skills required for workplace career path levels f. Problems that may occur during work activities and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements in the workplace

Evidence Guide (continued)

PROMOTE EFFECTIVE WORKPLACE PRACTICE

<p>3. Required knowledge and skills (continued)</p>	<p>h. Ability to:</p> <ul style="list-style-type: none"> h.1. communicate effectively with customers, associated personnel and all work team members h.2. read, interpret and apply workplace publications, technical instructions and directions h.3. plan and organise work activities h.4. interpret statistics related to workloads and quality assurance measures h.5. lead and coordinate the activities of multi-disciplinary work teams or specialist work groups h.6. coordinate the promotion of safe work practices, competency enhancement and work practice improvements throughout the work groups h.7. work at heights or in confined spaces as required by the job h.8. settle disputes through face to face and group-based negotiation a.9. maintain the required level of physical fitness in team members h.10. administer first aid treatment including rescue and resuscitation techniques h.11. counsel personnel on work related issues h.12. apply principles of time management
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to promote effective workplace practice, and/or a.2. promote effective workplace practice in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. communicating with team members a.2. negotiating with individuals or groups a.3. maintaining and promoting the well being of the team a.4. selecting and appropriately using protective clothing a.5. locating, interpreting and applying relevant information a.6. working effectively with others a.7. maintaining workplace records <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. quality assurance procedures and policies b.8. environmental protection procedures

PROMOTE EFFECTIVE WORKPLACE PRACTICE

	<ul style="list-style-type: none"> c. Action is taken promptly to report on any workplace problems in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to develop rosters in accordance with regulatory and workplace requirements, including identifying operating requirements, identifying tasks and responsibilities and work requirements, and establishing and finalising work rosters.

Persons achieving competence in this unit will need to fulfil the relevant requirements of the codes of practice and regulations of the States/Territories concerned, including the Code of Practice for the Defined Interstate Rail Network in situations where train operations are carried out on that network.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify operating requirements</p>	<p>a. Transport timetables and running times for each line or service are identified and kept updated within roster operations</p> <p>b. Transport running times are identified for each line or service to ensure all crewing requirements are planned</p> <p>c. Set working or work tasks to be performed are identified for each transport service</p> <p>d. Contingency plans covering operational problems are identified and impact on crewing needs analysed</p>
<p>2. Identify tasks and responsibilities and work requirements</p>	<p>a. Support activities, where required to facilitate transport arrival and activities, are identified to ensure all crewing requirements are planned</p> <p>b. Set workings or required work tasks in support activities are identified</p>
<p>3. Establish work rosters</p>	<p>a. Rosters are developed to cover all work requirements with regard to relevant industrial/workplace conditions, absenteeism levels and planned leave</p> <p>b. Rosters are arranged to allow sufficient flexibility to allow contingency plans to be implemented</p> <p>c. Rosters are circulated in accordance with workplace policies and procedures for review by affected personnel</p> <p>d. Relevant OHS requirements are identified and addressed in the rosters developed</p> <p>e. Relevant safeworking systems and requirements are identified and addressed in the rosters developed</p>
<p>4. Finalise work rosters</p>	<p>a. Feedback from personnel associated with rosters is addressed and acceptable modifications agreed</p> <p>b. Final rosters are documented and distributed to ensure work requirements are accurately communicated</p>

Range Of Variables

DEVELOP ROSTERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the development of rosters b. Work is under minimal supervision, generally within a team environment c. Work involves the application of workplace procedures and relevant regulatory and code requirements to the development of rosters as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Work rosters may cover: <ul style="list-style-type: none"> b.1. long distance passenger services b.2. urban passenger services b.3. long distance freight services b.4. short distance freight services b.5. maintenance vehicle operations c. Staff covered by work rosters may include: <ul style="list-style-type: none"> c.1. driving and driving support crews c.2. shunting and marshalling crews c.3. terminal personnel c.4. freight handling personnel c.5. station personnel c.6. interchange personnel c.7. transit officers c.8. security officers c.9. revenue collection officers c.10. passenger assist/customer service personnel c.11. yard support personnel c.12. crew transport personnel c.13. transport control centre personnel c.14. traffic officers d. Changes to planned services may include: <ul style="list-style-type: none"> d.1. changes in demand d.2. response to emergencies e. Real time issues may include: <ul style="list-style-type: none"> e.1. absenteeism e.2. additional support services due to injury e.3. emergencies f. Support activities may include: <ul style="list-style-type: none"> f.1. shunting and marshalling f.2. freight loading and unloading f.3. luggage loading and unloading f.4. vehicle loading and unloading f.5. station support activities f.6. interchange support activities f.7. crew transport f.8. training personnel f.9. revenue processing f.10. operations control

Range Of Variables (continued)

DEVELOP ROSTERS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Contingency plans may include:</p> <ul style="list-style-type: none"> g.1. non-availability of rolling stock g.2. additional services g.3. non-availability of personnel g.4. non-availability of material handling equipment g.5. non-availability of freight handling equipment g.6. late arrival or cancellation of services <p>h. Work outcomes or set workings may apply to:</p> <ul style="list-style-type: none"> h.1. transport crews h.2. personnel required for support activities h.3. transport control personnel h.4. transport planning personnel <p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF systems i.7. oral, aural or signed communications <p>j. Personal protection equipment may include:</p> <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures
<p>3. Sources of information/ documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. regulatory and/or code requirements relevant to the development of rosters a.2. workplace procedures and policies for the development of rosters a.3. work rosters a.4. transport graphs a.5. hard copy documentation a.6. safe working forms a.7. dangerous goods manifest a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for office equipment a.10. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

DEVELOP ROSTERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant State/Territory regulations, safeworking systems and codes of practice relevant to the development of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that networka.2. relevant State/Territory privacy legislationa.3. relevant State/Territory OHS and environmental protection legislationa.4. State, federal or Territory award legislationa.5. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation

DEVELOP ROSTERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply safeworking systems and OHS procedures and regulations a.2. interpret workplace's industrial awards/agreements as they relate to rosters a.3. interpret and communicate operational information a.4. establish work rosters a.5. complete relevant documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations, safeworking systems and codes of practice relevant to the development of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for development of rosters d. Focus of operation of work systems, equipment, management and site operating systems for the development of rosters e. Elements of operations relevant to the development of rosters, including: <ul style="list-style-type: none"> e.1. embarkation and disembarkation requirements e.2. equipment capacities and limitations e.3. passenger service needs e.4. personnel capabilities e.5. requirements for absentee coverage e.6. safeworking systems and requirements e.7. station, interchange and terminal operations e.8. support activities e.9. transport services offered by the organisation f. Problems that may occur when developing rosters and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements for the developing of rosters, including computer-based systems h. Ability to: <ul style="list-style-type: none"> h.1. interpret conditions of employment and industrial agreements/awards h.2. prepare roster documentation in line with workplace format h.3. allocate suitably qualified personnel to tasks h.4. select and use relevant computer/communication/office equipment required when developing rosters h.5. solve problems that arise when developing rosters h.6. interpret set workings and combined set workings h.7. interpret transport timetables and service details h.8. read and interpret instructions, procedures and information relevant to the development of rosters h.9. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

DEVELOP ROSTERS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop rosters, and/or a.2. develop rosters in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. applying safeworking and OHS procedures and regulations a.2. interpreting workplace's industrial awards/agreements as they relate to the development of rosters a.3. interpreting and communicating operational information a.4. establishing work rosters a.5. completing relevant documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. customer service and quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report on any problems when developing rosters in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply and amend rosters in accordance with regulatory and workplace requirements, including identifying changes to timetables, planned activities and support activities; confirming changes to planned activities; confirming personnel availability; re-allocating personnel; and amending rosters.

Persons achieving competence in this unit will need to fulfil the relevant requirements of the codes of practice and regulations of the States/Territories concerned, including the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify changes to timetables, planned activities and support activities</p>	<p>a. Changes to transport timetables are identified and their effect on operation and support areas is assessed</p> <p>b. New work requirements or revised set workings are identified and communicated to appropriate personnel</p> <p>c. Difficulties relating to new work requirements are resolved with central roster operations and the appropriate work areas</p> <p>d. Difficulties in achieving changes to work outcomes are resolved with those initiating change within workplace policies and procedures</p>
<p>2. Confirm changes to planned activities</p>	<p>a. Changes to planned services are identified and confirmed and impact on support activities is assessed</p> <p>b. Support activities required to achieve amended service are assessed and necessary resources are identified and allocated</p> <p>c. Revised work outcomes or set workings are conveyed to relevant support work area(s) for implementation</p>
<p>3. Confirm personnel availability</p>	<p>a. Amended rosters and work requirements are confirmed and distributed to appropriate work areas</p> <p>b. Personnel on amended rosters who are required to achieve new work outcomes are notified of changes</p> <p>c. Difficulties associated with compliance with amended roster(s) or work outcomes are resolved within the work area to the satisfaction of all involved within workplace policies and procedures</p> <p>d. Agreed work area changes to rostered work or amended work outcomes are communicated to central roster operations and the appropriate personnel records area</p>

4. Re-allocate personnel and amend rosters

- a. Agreed changes to rosters are confirmed with appropriate personnel
- b. Appropriate arrangements are made for the implementation of amended rosters
- c. Personnel are re-allocated to achieve agreed work outcomes or amended set workings
- d. Final amendments to rosters are made to achieve agreed work outcomes or set workings
- e. Appropriate documents are updated to reflect changes made and ensure their recognition

Range Of Variables

APPLY AND AMEND ROSTERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with the regulations, codes of practice and workplace requirements relevant to the application and amendment of rosters b. Work is under minimal supervision, generally within a team environment c. Work involves the application of workplace procedures and relevant regulatory and code requirements to the application and amendment of rosters as part of work activities in the rail transport and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Staff covered by work rosters may include: <ul style="list-style-type: none"> b.1. driving and driving support crews b.2. shunting and marshalling crews b.3. terminal personnel b.4. freight handling personnel b.5. station personnel b.6. interchange personnel b.7. transit officers b.8. security officers b.9. revenue collection officers b.10. passenger assist/customer service personnel b.11. yard support personnel b.12. crew transport personnel b.13. transport control centre personnel b.14. traffic officers c. Changes to planned services may include: <ul style="list-style-type: none"> c.1. changes in demand c.2. response to emergencies d. Real time issues may include: <ul style="list-style-type: none"> d.1. absenteeism d.2. additional support services due to injury d.3. emergencies e. Work outcomes or set workings may apply to: <ul style="list-style-type: none"> e.1. transport crews e.2. personnel required for support activities e.3. transport control personnel e.4. transport planning personnel

Range Of Variables (continued)

APPLY AND AMEND ROSTERS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>f. Communication in the work area may include:</p> <ul style="list-style-type: none"> f.1. phone f.2. electronic data interchange (EDI) f.3. fax f.4. e-mail f.5. Internet f.6. RF systems f.7. oral, aural or signed communications <p>g. Personal protection equipment may include:</p> <ul style="list-style-type: none"> g.1. gloves g.2. safety headwear and footwear g.3. safety glasses g.4. two-way radios g.5. high visibility clothing <p>h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures
3. Sources of information/ documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. regulatory and/or code requirements relevant to the application and amendment of rosters a.2. workplace procedures and policies for the application and amendment of rosters a.3. work rosters a.4. transport graphs a.5. hard copy documentation a.6. safe working forms a.7. dangerous goods manifest a.8. operations manuals, job specifications and induction documentation a.9. manufacturer's specifications for office equipment a.10. conditions of service, award, enterprise bargaining agreement, and other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

APPLY AND AMEND ROSTERS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none"><li data-bbox="576 510 1337 629">a.1. relevant State/Territory regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network<li data-bbox="576 629 1043 663">a.2. relevant State/Territory privacy legislation<li data-bbox="576 663 1310 696">a.3. relevant State/Territory OHS and environmental protection legislation<li data-bbox="576 696 1054 730">a.4. State, federal or Territory award legislation<li data-bbox="576 730 1286 786">a.5. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation

APPLY AND AMEND ROSTERS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. apply safeworking systems and OHS procedures and regulations a.2. interpret workplace's industrial awards/agreements as they relate to rosters a.3. interpret and communicate operational information a.4. amend work rosters a.5. complete relevant documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations, safeworking systems and codes of practice relevant to the application and amendment of rosters, including the ADG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for application and amendment of rosters d. Focus of operation of work systems, equipment, management and site operating systems for the application and amendment of rosters e. Elements of operations relevant to the application and amendment of rosters, including: <ul style="list-style-type: none"> e.1. embarkation and disembarkation requirements e.2. equipment capacities and limitations e.3. passenger service needs e.4. personnel capabilities e.5. requirements for absentee coverage e.6. safeworking systems and requirements e.7. station, interchange and terminal operations e.8. support activities e.9. transport services offered by the organisation f. Problems that may occur when amending rosters and appropriate action that can be taken to resolve the problems g. Documentation and reporting requirements for the amending rosters, including computer-based systems h. Ability to: <ul style="list-style-type: none"> h.1. interpret conditions of employment and industrial agreements/awards h.2. prepare roster documentation in line with workplace format h.3. allocate suitably qualified personnel to tasks h.4. select and use relevant computer/communication/office equipment required when applying and amending rosters h.5. solve problems that arise when applying and amending rosters h.6. interpret set workings and combined set workings h.7. interpret transport timetables and service details h.8. read and interpret instructions, procedures and information relevant to the application and amendment of rosters h.9. use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

APPLY AND AMEND ROSTERS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply and amend rosters, and/or a.2. apply and amend rosters in an appropriate range of operational workplace situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. applying safeworking and OHS procedures and regulations a.2. interpreting workplace's industrial awards/agreements as they relate to the application and amendment of rosters a.3. interpreting and communicating operational information a.4. establishing work rosters a.5. completing relevant documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions b.4. manufacturer's instructions for the use of office equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. customer service and quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report on any problems when applying and amending rosters in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	2	3	3	2

BSBCMN302A ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

Field L Resource Management

DESCRIPTION:

This unit involves the skills and knowledge required to organise own work schedules, monitor and obtain feedback on work performance, and maintain required levels of competence.

This unit is identical to the Business Services unit of the same code but has been reformatted into the ANTA approved TDT Training Package format.

ELEMENT	PERFORMANCE CRITERIA
1. Organise and complete own work schedule	<ul style="list-style-type: none">a. Work goals and objectives are understood, negotiated and agreed in accordance with organisational requirementsb. Workload is assessed and prioritised to ensure completion within identified timeframesc. Factors affecting the achievement of work objectives are identified and incorporated into work plansd. Workplace technology is used efficiently and effectively to manage and monitor scheduling and completion of tasks
2. Monitor own work performance	<ul style="list-style-type: none">a. Personal work performance is accurately monitored and adjusted to ensure maintenance of job quality and customer serviceb. Feedback on performance is actively sought from colleagues and clients and evaluated in the context of individual and group requirementsc. Variations in the quality of service and products are routinely identified and reported in accordance with organisational requirements
3. Develop and maintain own competence level	<ul style="list-style-type: none">a. Personal knowledge and skills are assessed against competency standards performance descriptions to determine development needs and prioritiesb. Opportunities for improvement are identified and planned in liaison with colleaguesc. Feedback is used to identify and develop ways to improve competence within available opportunitiesd. New skills and opportunities to develop them are identified to achieve and maintain continuous learninge. Records and documents relating to achievements and assessments are stored and maintained in accordance with own requirements

Range Of Variables

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations and codes of practice relevant to workplace operations b. Work is performed under some supervision, usually within a team environment c. Work involves the application of the routine procedures to the organisation of personal work priorities and own personal development
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of workplace environments and weather conditions by day or night: b. Customers may be internal or external c. Work goals and objectives may include: <ul style="list-style-type: none"> c.1. sales targets c.2. reporting deadlines c.3. production targets c.4. budgetary targets c.5. team participation c.6. team and individual learning goals d. Organisational requirements may be included in: <ul style="list-style-type: none"> d.1. quality assurance and/or procedures manuals d.2. goals, objectives, plans, systems and processes d.3. legal and organisational policy/guidelines and requirements d.4. business and performance plans d.5. access and equity principles and practice d.6. ethical standards d.7. Occupational Health and Safety policies, procedures and programs d.8. quality and continuous improvement processes and standards d.9. defined resource parameters e. Factors affecting the achievement of work objectives may include: <ul style="list-style-type: none"> e.1. competing work demands e.2. technology/equipment breakdowns e.3. unforeseen incidents e.4. workplace hazards, risks and controls e.5. environmental factors such as time, weather, etc. e.6. resource and materials availability e.7. budget constraints f. Business technology may include: <ul style="list-style-type: none"> f.1. computers f.2. computer applications f.3. modems f.4. personal schedulers f.5. e-mail f.6. Internet/extranet/intranet f.7. photocopiers f.8. scanners f.9. facsimile machines f.10. printers

Range Of Variables (continued)

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

VARIABLE	SCOPE
	<p>g. Feedback on performance may include:</p> <ul style="list-style-type: none"> g.1. formal/informal performance appraisals g.2. obtaining feedback from supervisors and colleagues g.3. obtaining feedback from clients g.4. personal, reflective behaviour strategies g.5. routine organisational methods for monitoring service delivery <p>h. Competency standards are standards which measure all those personal and technical knowledge, skills and attitudinal aspects (competencies) required to effectively and efficiently undertake the day-to-day tasks and duties of the practitioner's work function</p> <p>i. Opportunities for improvement may include:</p> <ul style="list-style-type: none"> i.1. coaching, mentoring and/or supervision i.2. formal/informal learning programs i.3. internal/external training provision i.4. work experience/exchange/opportunities i.5. personal study i.6. career planning/development i.7. performance appraisals i.8. workplace skills assessment i.9. quality assurance assessments and recommendations i.10. Recognition of Prior Learning <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures <p>k. Communication in the work area may include:</p> <ul style="list-style-type: none"> k.1. fixed phone k.2. mobile phone k.3. fax k.4. e-mail k.5. Internet k.6. radio k.7. oral, aural or signed communications

Range Of Variables (continued)

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. regulations pertaining to the workplace operations a.2. relevant workplace procedures and policies a.3. operations manuals a.4. induction documentation a.5. competency standards and training materials a.6. manufacturer's specifications for relevant equipment a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant Australian Standards and certification requirements a.10. customer service and quality assurance standards and procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant legislation/regulations from all levels of government that affect business operation, especially in regard to Occupational Health and Safety and environmental issues, including any relevant licensing requirements (where applicable) a.2. relevant Australian Standards and related certification requirements a.3. award and enterprise agreements and relevant industrial instruments a.4. equal opportunity, industrial relations and anti-discrimination regulations a.5. relevant industry codes of practice

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare work plans a.2. prioritise and schedule work objectives and tasks a.3. seek and act on feedback from clients and colleagues a.4. review own work performance against achievements through self assessment a.5. access learning opportunities to extend own personal work competencies
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant Australian and State /Territory standards, regulations and codes of practice b. OHS and environmental protection procedures and guidelines relevant to workplace operations c. Understanding the organisation's policies, plans and procedures d. Knowledge of methods to elicit, analyse and interpret feedback e. Understanding of techniques to prepare personal plans and establish priorities f. Knowledge of the principles and techniques of goal setting, measuring performance, time management and personal assessment g. Understanding of processes to interpret competency standards and apply them to self h. Understanding of methods to identify and prioritise personal learning needs i. Requirements of workplace systems/operations and relevant equipment j. Ability to: <ul style="list-style-type: none"> j.1. apply literacy skills for reading and understanding the organisation's procedures, own work goals and objectives j.2. apply proofreading and editing skills for checking own work j.3. apply planning skills to organise work priorities and arrangements j.4. identify and solve problems arising in routine work j.5. communicate effectively including giving and receiving constructive feedback on development needs j.6. apply technology skills including the ability to select and use technology appropriate to a task j.7. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities j.8. identify and correctly use equipment, processes and procedures j.9. modify activities depending on differing workplace contexts, risk situations and environments j.10. apply relevant agreements, codes of practice or other legislative requirements to work processes

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise personal work priorities and development, and/or a.2. organise personal work priorities and development in an appropriate range of workplace contexts
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing work plans a.2. prioritising and scheduling work objectives and tasks a.3. seeking and acting on feedback from clients and colleagues a.4. reviewing own work performance against achievements through self assessment a.5. accessing learning opportunities to extend own personal work competencies <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations pertaining to the workplace operations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions related to workplace operations b.4. relevant guidelines relating to the use of required equipment b.5. housekeeping procedures b.6. environmental protection procedures <p>c. Action is taken promptly to respond to/report any problems in workplace activities in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p>

ORGANISE PERSONAL WORK PRIORITIES AND DEVELOPMENT

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required for planning, delivering and reviewing training provided for the purposes of developing competency on a one-to-one or small group basis.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for training	<ul style="list-style-type: none"> a. Specific needs for training are identified and confirmed through consultation with appropriate personnel b. Training objectives are matched to identified competency development needs c. Training approaches are planned and documented
2. Deliver training	<ul style="list-style-type: none"> a. Training is conducted in a safe and accessible environment b. Training delivery methods are selected appropriate to training participant(s) needs, trainer availability, location and resources c. Strategies and techniques are employed which facilitate the learning process d. Objectives of the training, sequence of activities and assessment processes are discussed with training participant(s) e. A systematic approach is taken to training and the approach is revised and modified to meet specific needs of training participant(s)
3. Provide opportunities for practices	<ul style="list-style-type: none"> a. Practice opportunities are provided to ensure that the participant achieves the components of competency b. Various methods for encouraging learning are implemented to provide diverse approaches to meet the individual needs of participants
4. Review training	<ul style="list-style-type: none"> a. Participants are encouraged to self evaluate performance and identify areas for improvement b. Participant's readiness for assessment is monitored and assistance provided in the collection of evidence of satisfactory performance c. Training is evaluated in the context of self-assessment, participant feedback, supervisor comments and measurements against objectives d. Training details are recorded according to enterprise and legislative requirements e. Results of evaluation are used to guide further training

Range Of Variables

TRAIN SMALL GROUPS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of training principles and workplace procedures to the training of small groups
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Relevant information to identify training needs includes: <ul style="list-style-type: none"> b.1. industry/enterprise or other performance competency standards b.2. endorsed components of relevant industry Training Package b.3. industry/workplace training practices b.4. job descriptions b.5. results of training needs analyses b.6. business plans of the organisation which identify skill development requirements b.7. standard operating and/or other workplace procedures c. Appropriate personnel may include: <ul style="list-style-type: none"> c.1. team leaders/supervisors/technical experts c.2. managers/employers c.3. training and assessment coordinators c.4. training participants c.5. representative government regulatory bodies c.6. union/employee representatives c.7. consultative committees c.8. assessors d. Training delivery methods and opportunities for practice may include: <ul style="list-style-type: none"> d.1. presentations d.2. demonstrations d.3. explanations d.4. problem solving d.5. mentoring d.6. experiential learning d.7. group work d.8. on the job coaching d.9. job rotation d.10. a combination of the above e. Components of competency include: <ul style="list-style-type: none"> e.1. task skills e.2. task management skills e.3. contingency management skills e.4. job/role environment skills e.5. transfer and application of skills and knowledge of new contents

Range Of Variables (continued)

TRAIN SMALL GROUPS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Characteristics of training participant may include information in relation to:</p> <ul style="list-style-type: none"> f.1. language, literacy and numeracy needs f.2. cultural, language, and educational background f.3. gender f.4. physical ability f.5. level of confidence, nervousness or anxiety f.6. age f.7. previous experience with the topic f.8. experience in training and assessment <p>g. Training sessions may include:</p> <ul style="list-style-type: none"> g.1. one to one demonstration g.2. small group demonstration (2 to 5 persons) <p>h. Resources may include:</p> <ul style="list-style-type: none"> h.1. time h.2. location h.3. personnel h.4. materials and equipment h.5. OHS and other workplace requirements h.6. enterprise/industry standard operating procedures h.7. finances/costs <p>i. Strategies and techniques may include:</p> <ul style="list-style-type: none"> i.1. active listening i.2. targeted questioning i.3. points of clarification i.4. group discussions
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards, and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Legislation, codes and national standards relevant to the workplace may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

TRAIN SMALL GROUPS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. description of the specific training need and required competency outcomes a.1.2. outline of the training approach and steps to be followed a.1.3. description of training participant(s) and delivery method(s) to be used a.1.4. specific resources required a.1.5. outline of the evidence to be collected for monitoring training participant progress a.1.6. trainer's self assessment of training delivery a.1.7. participant evaluation of training delivery a.1.8. evaluation of review comments against plan of training a.1.9. records/documentation for monitoring progress of training participant(s) a.2. provide training to a small group in a specific context a.3. carry out the following processes: <ul style="list-style-type: none"> a.3.1. determining the specific training need a.3.2. determining the sequence of the training a.3.3. identifying appropriate personnel a.3.4. selecting particular delivery method(s) a.3.5. identifying the characteristics of training participant(s) a.3.6. establishing the resource requirements a.3.7. monitoring participant progress a.3.8. selecting the required training resources using appropriate processes and rationale a.3.9. confirming training arrangements with appropriate personnel a.3.10. informing participant(s) of: <ul style="list-style-type: none"> a.3.10.1. intended training outcomes a.3.10.2. competencies to be achieved a.3.10.3. on and/or off the job practice opportunities a.3.10.4. benefits of practices a.3.10.5. learning activities and tasks a.3.10.6. assessment tasks and requirements a.3.11. providing constructive feedback to training participant about progress toward competency to be acquired a.3.12. determining and confirming training participant readiness for assessment a.3.13. maintaining records to ensure confidentiality, accuracy and security <p>b. evidence may include observation and/or information provided verbally or in written form</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>

Evidence Guide (continued)

TRAIN SMALL GROUPS

- | | |
|---|--|
| <p>3. Required knowledge and skills</p> | <ul style="list-style-type: none">a. At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical conceptsb. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discriminationc. Knowledge of standards of performance including relevant industry or enterprise competency standards and assessment guidelinesd. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified contexte. Knowledge of the relevant sections of the national Training Package for Assessment and Workplace Trainingf. Ability to:<ul style="list-style-type: none">f.1. apply competency in the units being taught in workplace contextsf.2. apply various training methods relevant to the training of small groupsf.3. identify evidence of competencyf.4. plan own work including predicting consequences and identifying improvementsf.5. apply relevant workplace policies (e.g. OHS and EEO) and any relevant legislative or regulatory requirementsf.6. select and correctly use equipment, and any other processes and procedures appropriate for the trainingf.7. handle performance issues ethicallyf.8. use appropriate language, literacy and numeracy skills required to:<ul style="list-style-type: none">f.8.1. conduct discussions and ask probing questions to review the trainingf.8.2. gather information (in spoken or written form) for review purposesf.8.3. make verbal recommendations for delivery of future trainingf.8.4. adjust language to suit target audience (training participant/appropriate personnel)f.8.5. complete records on trainingf.8.6. provide verbal feedback and report on training outcomesf.8.7. follow and model examples of written textsf.8.8. promote training in verbal or written formf.9. use communication skills appropriate to the culture of the workplace, appropriate personnel and training participantsf.10. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities |
| <p>4. Resource implications</p> | <ul style="list-style-type: none">a. Access is required to opportunities to:<ul style="list-style-type: none">a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to train small groups, and/ora.2. train small groups in an appropriate range of workplace contextsb. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace |

Evidence Guide (continued)

TRAIN SMALL GROUPS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. producing a training plan for the specific small group training context a.2. selecting/producing training resources for the specific training context a.3. carrying out the required processes to train small groups a.4. producing the required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and instructions related to the training of small groups b.3. relevant guidelines relating to the use of any required equipment/resources used in the training process b.4. housekeeping procedures b.5. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required by a person who plans and implements a training program for a target group. This involves planning a series of training sessions to meet the identified competency requirements of the target group.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Identify training requirements	<ul style="list-style-type: none"> a. Current competencies of the target group are identified b. Relevant Training Package documentation or approved training course documentation is obtained where applicable c. Qualification requirements, competencies and/or other performance standards to be attained are interpreted d. Training requirements are identified from the gap between the required competencies and the current competencies of the target group e. Training requirements are confirmed with appropriate personnel
2. Develop outlines of training sessions	<ul style="list-style-type: none"> a. The training program goals, outcomes, performance and underpinning knowledge requirements are identified b. The training program requirements, workplace application, activities and tasks required to develop the requisite competencies are analysed c. A range of training delivery methods are identified which are appropriate for: <ul style="list-style-type: none"> c.1. the competencies to be achieved c.2. training program's goals c.3. characteristics of training participants c.4. language, literacy and numeracy skill level of training participants c.5. availability of equipment and resources c.6. Industry/enterprise contexts and requirements d. Training session outlines are mapped against required competencies and deficiencies are identified and addressed e. Special requirements for resources, particular practice requirements and training experiences are documented f. Methods of supporting and guiding training participants including appropriate training resources, and language, literacy and numeracy support are specified

<p>3. Develop training materials</p>	<ul style="list-style-type: none"> a. Available materials to support the training program are checked for relevance and appropriateness in terms of the language, style, characteristics of training participants and copyright b. Existing materials are customised or resources are developed to enhance the learning capability of training participants to achieve in the delivery setting c. Instructions for use of learning materials and any required equipment are provided d. Copyright laws are observed e. Training resource costs are identified and approvals are obtained from appropriate personnel f. Documentation, resources and materials developed or used are clear and comprehensible
<p>4. Develop training sessions</p>	<ul style="list-style-type: none"> a. Training session plans are developed to meet the goals of the training program b. Training session plans specify session planned outcomes c. Opportunities are created within training session design for participants to manage own competency acquisition and apply the relevant competencies in practice d. Session plans identify delivery methods which are appropriate for: <ul style="list-style-type: none"> d.1. the competency to be achieved d.2. training program's goals d.3. training participants' characteristics d.4. language, literacy and numeracy skill level of training participants d.5. learning resources and facilities to be used d.6. equipment and consumable resources available d.7. industry/enterprise/workplace contexts and requirements d.8. each outlined training session e. Training sessions are designed to measure participant progress towards the program goals f. Sequence and timing of the training sessions are documented
<p>5. Arrange resources</p>	<ul style="list-style-type: none"> a. Resources required for the training sessions are identified and, where special access is required, approved by appropriate personnel b. Appropriate training locations are identified and arranged c. Arrangements are made with (any) additional personnel required to support the training program d. The training environment arranged is safe, accessible and suitable for the acquisition of the identified competencies e. Learning resources, documentation on required competencies, assessment procedures and information on available support for training participants is organised and held in an accessible form

Range Of Variables

PLAN A SERIES OF TRAINING SESSIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of adult learning and training principles and relevant workplace procedures to the planning of a series of training sessions
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Training program may include: <ul style="list-style-type: none"> b.1. a collection of training activities to meet competency requirements and target group and client needs. Clients provide the approvals for expenditure of training resources. Target group is the group for whom training is available and may include: <ul style="list-style-type: none"> b.1.1. employee groups (e.g. particular classification or work area, female employees) b.1.2. groups or individuals with special training and/or recognition needs c. Training may be conducted: <ul style="list-style-type: none"> c.1. on the job c.2. in a simulated setting c.3. in a training organisation c.4. in a combination of locations to suit the units of competency being learned and/or assessed c.5. in a single site or multi-site operation c.6. in a work environment d. Appropriate personnel may include: <ul style="list-style-type: none"> d.1. trainers/teachers and assessors d.2. team leaders/supervisors/managers/employers d.3. participant/employee/learner d.4. technical/subject experts d.5. government regulatory bodies d.6. union/employee representatives d.7. consultative committees d.8. users of training information such as training providers, employers, human resource departments d.9. State/Territory Training/Recognition Authorities d.10. language, literacy, numeracy specialists d.11. assessment/training partners e. Training programs may be based on: <ul style="list-style-type: none"> e.1. national industry Training Packages e.2. enterprise Training Packages e.3. national, State and local curriculum e.4. enterprise-based standards, standards of performance or curriculum e.5. international standards e.6. international programs

Range Of Variables (continued)

PLAN A SERIES OF TRAINING SESSIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Target group competencies may be identified by:</p> <ul style="list-style-type: none"> f.1. reports on assessment of competencies f.2. content analysis of curricula vitae f.3. enterprise training and assessment record keeping system f.4. industry training and assessment recording system f.5. self, peer or supervisor reports <p>g. Training sessions may involve:</p> <ul style="list-style-type: none"> g.1. theory g.2. demonstration g.3. combination of the two <p>h. Training programs may involve:</p> <ul style="list-style-type: none"> h.1. enterprise-based delivery h.2. provider-based delivery h.3. fee for service h.4. local, State or national curriculum h.5. community-based delivery h.6. school-based delivery h.7. international programs h.8. combination of the above <p>i. Characteristics of participants may include:</p> <ul style="list-style-type: none"> i.1. language, literacy and numeracy needs i.2. cultural and language background i.3. educational background or general knowledge i.4. gender i.5. age i.6. physical ability i.7. previous experience with the topic i.8. experience in training and assessment i.9. level of confidence, nervousness or anxiety i.10. work organisation or roster <p>j. Variables for achieving competency include:</p> <ul style="list-style-type: none"> j.1. characteristics of training participants j.2. resources (time, location, space, people and costs) j.3. language, literacy and numeracy issues <p>k. Training delivery methods include:</p> <ul style="list-style-type: none"> k.1. face to face k.2. distance k.3. lock step, partly self paced, all self paced k.4. trainer centred, participant centred k.5. real time, time independent k.6. place dependent, place independent k.7. interactive (e.g. audio or video conferencing, computer assisted, discussion)

Range Of Variables (continued)

PLAN A SERIES OF TRAINING SESSIONS

VARIABLE	SCOPE
	<ul style="list-style-type: none"> <li data-bbox="517 477 1316 748">i. Materials may include: <ul style="list-style-type: none"> <li data-bbox="580 506 1214 535">i.1. non-endorsed components of an industry Training Package <li data-bbox="580 539 751 568">i.2. work books <li data-bbox="580 573 1316 602">i.3. language, literacy and numeracy support/integrated training materials <li data-bbox="580 607 804 636">i.4. workshop guides <li data-bbox="580 640 1043 669">i.5. background reading materials/documents <li data-bbox="580 674 730 703">i.6. handouts <li data-bbox="580 707 1043 736">i.7. industry/enterprise competency standards <li data-bbox="580 741 963 770">i.8. supportive policies and legislation <li data-bbox="517 775 1098 999">m. Training support may include: <ul style="list-style-type: none"> <li data-bbox="580 804 922 833">m.1. technical and subject experts <li data-bbox="580 837 954 866">m.2. language and literacy specialists <li data-bbox="580 871 1098 900">m.3. team leaders/supervisors/managers/employers <li data-bbox="580 904 826 934">m.4. specific enterprises <li data-bbox="580 938 922 967">m.5. assessment/training partners <li data-bbox="580 972 954 1001">m.6. trainers/teachers and assessors <li data-bbox="580 1005 1007 1034">m.7. training and assessment coordinators <li data-bbox="517 1039 1102 1263">n. Practice opportunities may include: <ul style="list-style-type: none"> <li data-bbox="580 1068 735 1097">n.1. on the job <li data-bbox="580 1102 1102 1131">n.2. off the job but located in participant's workplace <li data-bbox="580 1135 1043 1164">n.3. off the job in a special demonstration area <li data-bbox="580 1169 1007 1198">n.4. off the job in an external training room <li data-bbox="580 1202 852 1232">n.5. work/field placements <li data-bbox="580 1236 751 1265">n.6. job rotation <li data-bbox="580 1270 927 1299">n.7. or a combination of the above <li data-bbox="517 1303 979 1816">o. Training activities and tasks may include: <ul style="list-style-type: none"> <li data-bbox="580 1332 815 1361">o.1. oral presentations <li data-bbox="580 1366 831 1395">o.2. simulation activities <li data-bbox="580 1400 756 1429">o.3. project work <li data-bbox="580 1433 788 1462">o.4. group activities <li data-bbox="580 1467 879 1496">o.5. practical demonstrations <li data-bbox="580 1500 762 1529">o.6. assignments <li data-bbox="580 1534 788 1563">o.7. laboratory work <li data-bbox="580 1568 954 1597">o.8. shadowing, coaching, mentoring <li data-bbox="580 1601 884 1630">o.9. computer-based learning <li data-bbox="580 1635 735 1664">o.10. role plays <li data-bbox="580 1668 735 1697">o.11. interviews <li data-bbox="580 1702 815 1731">o.12. discussion groups <li data-bbox="580 1736 715 1765">o.13. surveys <li data-bbox="580 1769 783 1798">o.14. action learning <li data-bbox="580 1803 820 1832">o.15. on the job learning <li data-bbox="580 1836 820 1865">o.16. off the job learning <li data-bbox="580 1870 836 1899">o.17. practical placements

Range Of Variables (continued)

PLAN A SERIES OF TRAINING SESSIONS

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards, and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
4. Applicable regulations and legislation	a. Legislation, codes and national standards relevant to the workplace may include: <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

PLAN A SERIES OF TRAINING SESSIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. description of target group, characteristics of training participants and appropriate personnel a.1.2. outline of training program requirements to deliver training sessions, including any variables to meet the characteristics of training participants a.1.3. training session plans a.1.4. samples of training materials a.1.5. documentation of resources, assessment procedures and support needed in training delivery a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. consulting appropriate personnel a.2.2. the process for ensuring that the session plans meet competency requirements and characteristics of training participants a.2.3. the process for ensuring that the training was made accessible and effective for all training participants a.2.4. selecting training materials and resources a.2.5. preparing training materials a.2.6. the process and rationale for selecting training methods of delivery a.2.7. the process and rationale for modifying training delivery a.2.8. the process for taking literacy and numeracy issues into consideration in the planning process <p>b. evidence may include observation and/or information provided verbally or in written form</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. At this level the learner must demonstrate understanding of a broad knowledge base incorporating some theoretical concepts b. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination c. Competency in unit(s) of competency relevant to the training program d. Principles of adult learning and competency-based training e. Appropriate methods of analysis and planning f. Sources of assistance for participants requiring language or other particular training support g. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context h. Knowledge of the relevant sections of the national Training Package for Assessment and Workplace Training

PLAN A SERIES OF TRAINING SESSIONS

<p>3. Required knowledge and skills (continued)</p>	<p>i. Ability to:</p> <ul style="list-style-type: none"> i.1. plan own work including predicting consequences and identifying improvements i.2. apply relevant workplace policies (e.g. OHS and EEO) and any relevant legislative or regulatory requirements i.3. select and correctly use equipment, and any other processes and procedures appropriate for the planning of training i.4. apply cultural understanding in the context of training and assessment i.5. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> i.5.1. collect, summarise and interpret relevant information to plan a series of programs i.5.2. communicate in spoken and written form with a range of people in specified training context i.5.3. adjust spoken and written language to suit audience i.5.4. prepare and/or customise training materials and specified documentation using clear and comprehensible language and layout i.5.5. calculate and estimate costs, time and length of training sessions i.6. use communication skills appropriate to the culture of the workplace, appropriate personnel and training participants i.7. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to plan a series of training sessions, and/or a.2. plan a series of training sessions in an appropriate range of workplace contexts <p>b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. producing a training plan for a series of training sessions a.2. selecting/producing training resources for the specific training context a.3. carrying the required processes to plan a series of training sessions a.4. producing the required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and instructions related to the planning of a series of training sessions b.3. relevant guidelines relating to the use of any required equipment/resources used in the training process <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p>

Evidence Guide (continued)

PLAN A SERIES OF TRAINING SESSIONS

<p>5. Consistency in performance (continued)</p>	<p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p> <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	2	3	3

DESCRIPTION:

This unit involves the skills and knowledge required by a person to deliver training sessions as part of a training program.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare training participants	<ul style="list-style-type: none"> a. Training program goals and training session outcomes are explained to, and discussed with, training participants b. The training program workplace applications, training activities and tasks are explained and confirmed with the training participants c. Needs of training participants for competency acquisition are identified d. The series of training sessions for the training program are explained to training participants e. Ways in which the competencies are to be developed and assessed are explained to, and confirmed with, training participants f. Language is adjusted to suit the training participants and strategies/techniques (e.g. paraphrasing and questioning) are employed to confirm understanding
2. Present training session	<ul style="list-style-type: none"> a. Presentation and training delivery are appropriate to the characteristics of training participants and the development of the competencies b. Presentation of training and design of learning activities emphasise and reinforce the components of competency: <ul style="list-style-type: none"> b.1. task skills b.2. task management skills b.3. contingency management skills b.4. job/role environment skills b.5. transfer and application of skills and knowledge to new contexts c. Presentation and training delivery methods provide variety, encourage participation and reinforce competencies d. Spoken language and communication strategies/techniques are used strategically to encourage participation and to achieve the outcomes of training sessions e. Training sessions are reviewed and modified as necessary to meet training participants' needs

<p>3. Facilitate individual and group learning</p>	<ul style="list-style-type: none"> a. The requirements for the effective participation in the learning process are explained b. Timely information and advice is given to training participants during training sessions c. Training presentations are enhanced with the use of appropriate training resources d. Clear and accurate information is presented in a sequence to foster competency development e. Language is adjusted to suit training participants f. Training participants are actively involved in sessions by being encouraged to ask questions, clarify points of concern and contribute comments at appropriate and identified stages g. Training equipment and materials are used in a way that enhances learning h. Supplementary information is provided to enhance and clarify understanding as required by individuals or the group i. Key points are summarised at appropriate times to reinforce learning j. Individual learning and group dynamics are monitored and managed to achieve program goals k. Language, literacy and numeracy issues are taken into account to facilitate learning by training participants
<p>4. Provide opportunities for practice and feedback</p>	<ul style="list-style-type: none"> a. Process, rationale and benefits of practice of competency are discussed with training participants b. Practice opportunities are provided to match: <ul style="list-style-type: none"> b.1. specific competencies to be achieved b.2. context of the training program b.3. specific outcomes of the training session c. Training participants' readiness for assessment is monitored and discussed with participants d. Constructive feedback and reinforcement are provided through further training and/or practice opportunities
<p>5. Review delivery of training session</p>	<ul style="list-style-type: none"> a. Participant's review of training delivery is sought b. The delivery of training session is discussed with appropriate personnel at appropriate times c. Trainer self assesses training delivery against program goals, session plans and Assessment and Workplace Training Competency Standards d. The reactions of relevant personnel to the delivery are sought and discussed at appropriate times e. Adjustments to delivery, presentation and training are considered and incorporated

Range Of Variables

DELIVER TRAINING SESSIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of routine procedures to the planning of assessment activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Training program is defined as a collection of training activities to develop competencies of a target group. Clients provide the approvals for expenditure of training resources. c. Target group may include: <ul style="list-style-type: none"> c.1. employee groups (e.g. particular classification or work area, female employees) c.2. groups or individuals with special training and/or recognition needs d. Appropriate personnel: <ul style="list-style-type: none"> d.1. trainers/teachers and assessors d.2. team leaders/supervisors/managers/employers d.3. participant/employee/learner d.4. technical experts d.5. government regulatory bodies d.6. union/employee representatives d.7. consultative committees d.8. users of training information such as training providers, employers, human resource departments d.9. State/Territory Training/Recognition Authorities e. Training program may be based on: <ul style="list-style-type: none"> e.1. national industry Training Packages e.2. enterprise Training Packages e.3. national, State and local curriculum e.4. enterprise-based standards, standards of performance or curriculum e.5. international standards e.6. international programs f. Training programs may involve: <ul style="list-style-type: none"> f.1. enterprise-based delivery f.2. provider-based delivery f.3. fee for service f.4. local, State or national curriculum f.5. community-based delivery f.6. school-based delivery f.7. international programs f.8. combination of the above

Range Of Variables (continued)

DELIVER TRAINING SESSIONS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Target group's competencies may be identified by:</p> <ul style="list-style-type: none"> g.1. reports on assessment of competencies g.2. content analysis of curricula vitae g.3. enterprise training and assessment record keeping system g.4. industry training and assessment recording system g.5. self, peer or supervisor reports <p>h. Training sessions may involve:</p> <ul style="list-style-type: none"> h.1. theory h.2. demonstration h.3. combination of the two <p>i. Characteristics of participants may include:</p> <ul style="list-style-type: none"> i.1. language, literacy and numeracy needs i.2. cultural and language background i.3. educational background or general knowledge i.4. gender i.5. age i.6. physical ability i.7. previous experience with the topic i.8. experience in training and assessment i.9. level of confidence, nervousness or anxiety <p>j. Training delivery methods may include:</p> <ul style="list-style-type: none"> j.1. face to face j.2. distance j.3. lock step, partly self paced, all self paced j.4. trainer centred, participant centred j.5. real time, time independent j.6. place dependent, place independent j.7. interactive (e.g. audio or video conferencing, computer assisted, discussion) <p>k. Training materials may include:</p> <ul style="list-style-type: none"> k.1. non-endorsed components of an industry Training Package k.2. work books k.3. workshop guides k.4. background reading materials/documents k.5. handouts k.6. industry/enterprise competency standards k.7. supportive policies and legislation <p>l. Practice opportunities may be:</p> <ul style="list-style-type: none"> l.1. on the job l.2. off the job but located in participant's workplace l.3. off the job in a special demonstration area l.4. off the job in external training room l.5. work/field placements l.6. job rotation l.7. or a combination of the above

Range Of Variables (continued)

DELIVER TRAINING SESSIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<p>m. Training activities and tasks may include:</p> <ul style="list-style-type: none"> m.1. oral presentations m.2. simulation activities m.3. project work m.4. group activities m.5. practical demonstrations m.6. assignments m.7. laboratory work m.8. shadowing, coaching, mentoring m.9. computer-based learning m.10. role plays m.11. interviews m.12. discussion groups m.13. surveys m.14. action learning m.15. on the job learning m.16. off the job learning m.17. practical placements
3. Sources of information/documents	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards, and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
4. Applicable regulations and legislation	<p>a. Legislation, codes and national standards relevant to the workplace may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

DELIVER TRAINING SESSIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. delivery of training sessions in a number of contexts using a range of delivery methods to competency requirements a.1.2. training materials and resources a.1.3. trainer's self assessment of their own training delivery a.1.4. documentation on reaction of appropriate personnel and training participants to delivery of training sessions a.1.5. changes made to subsequent delivery practices based on feedback by training participants and appropriate personnel a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. informing training participants of the: <ul style="list-style-type: none"> a.2.1.1. program's goals a.2.1.2. competencies to be achieved a.2.1.3. training session outcomes a.2.1.4. on and/or off the job practice opportunities a.2.1.5. benefits of practice a.2.1.6. training activities and tasks a.2.1.7. assessment tasks and requirements a.2.2. conducting the delivery of the training in a manner to ensure that: <ul style="list-style-type: none"> a.2.2.1. training participants were involved in the sessions a.2.2.2. language, literacy and numeracy issues were taken into consideration a.2.3. identifying and addressing the characteristics of training participants a.2.4. determining and confirming readiness for assessment with training participants a.2.5. providing constructive feedback to the target group about their progress toward the program's goals a.2.6. interacting with the group in terms of processes and dynamics a.2.7. receiving feedback from target group and adjusting the program accordingly
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of standards of performance including industry or enterprise competency standards and assessment guidelines c. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context d. Relationships of competencies to industrial agreements, classification systems and the Australian Qualifications Framework (AQF)

Evidence Guide (continued)

DELIVER TRAINING SESSIONS

<p>3. Required knowledge and skills (continued)</p>	<ul style="list-style-type: none"> e. Unit(s) of competency relevant to the training program f. Identification and correct use of equipment, processes and procedures relevant to unit(s) of competencies g. Understanding of the principles of adult learning and competency-based training as applied to target group h. Knowledge of training delivery methods/strategies i. Sources of assistance for participants requiring language or other particular training support j. Requirements for compliance with copyright law for resources used in training k. Awareness of language, literacy and numeracy (LLN) issues and principles in the context of training and assessment, including the integration of LLN with technical training l. Ability to: <ul style="list-style-type: none"> l.1. apply competency in unit(s) of competency relevant to the training program l.2. design and/or customise effective learning resources l.3. facilitate group and individual learning in specific contexts l.4. design activities and tasks to facilitate learning in specific contexts l.5. plan own work including predicting consequences and identifying improvements l.6. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> l.6.1. present information in a clear, logical and coherent manner l.6.2. present technical information using language which mirrors the language used to perform the task or skill in the relevant work context l.6.3. adjust spoken and written language to suit audience l.6.4. employ interaction strategies and techniques (e.g. probing questioning, active listening and constructive feedback) to encourage participation l.6.5. prepare learning resources and materials using language and layout features to suit intended audience l.7. use communication skills appropriate to the culture of the workplace and the individual(s) l.8. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to deliver training sessions, and/or a.2. deliver training sessions in an appropriate range of contexts b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Evidence Guide (continued)

DELIVER TRAINING SESSIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. delivering training sessions a.2. producing the required documentation a.3. producing resources for the specific training contexts a.4. determining training methods for the specific contexts <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the delivery of training sessions b.3. relevant guidelines relating to the use of any required equipment used in the training process b.4. housekeeping procedures b.5. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to record training data and review training.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Record training data	<ul style="list-style-type: none"> a. Details of training program and target group's competency attainment are recorded in accordance with the training system requirements and securely stored b. Training records are made available to authorised persons and training participants at the required times, as specified in the training system recording and reporting policy documents
2. Evaluate training	<ul style="list-style-type: none"> a. Training is evaluated against identified needs and goals of the training program b. Feedback on the training program is sought from training participants and appropriate personnel c. Training participants are encouraged to evaluate how progress towards achieving competency was enhanced by the training sessions d. Trainer's performance is reviewed against: <ul style="list-style-type: none"> d.1. program goals d.2. the Assessment and Workplace Training Competency Standards d.3. training participants' comments d.4. training participants' competency attainment e. Results of the evaluation are used to improve current and future training f. Suggestions are made for improving any aspect of the recording procedure
3. Report on training	<ul style="list-style-type: none"> a. Reports on outcomes of the training sessions are developed and distributed to appropriate personnel

Range Of Variables

REVIEW TRAINING

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of routine procedures to the review of training activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Training program may include: <ul style="list-style-type: none"> b.1. a collection of training activities to develop competencies. Clients provide the approvals for expenditure of training resources. Target group is the group for whom training is available and may include: <ul style="list-style-type: none"> b.1.1. employee groups (e.g. particular classification or work area, female employees) b.1.2. groups or individuals with special training and/or recognition needs c. Training may be: <ul style="list-style-type: none"> c.1. on the job c.2. in a simulated setting c.3. in a training organisation c.4. in a combination of locations to suit the units of competency being developed and/or assessed c.5. in a single site or a multi-site operation c.6. a combination of the above d. Clients may include: <ul style="list-style-type: none"> d.1. a department/division d.2. a work area d.3. an enterprise or organisation e. Client needs may include: <ul style="list-style-type: none"> e.1. increased productivity e.2. increased enterprise profitability e.3. attainment of specified industry or enterprise competencies e.4. achievement of community priorities e.5. achievement of government priorities f. Characteristics of participants may include: <ul style="list-style-type: none"> f.1. language, literacy and numeracy needs f.2. cultural language and education background f.3. educational background or general knowledge f.4. gender f.5. age f.6. physical ability f.7. previous experience with the topic f.8. experience in training and assessment f.9. level of confidence, nervousness or anxiety

Range Of Variables (continued)

REVIEW TRAINING

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Training system may be developed by:</p> <ul style="list-style-type: none"> g.1. the industry g.2. the enterprise g.3. the training organisation g.4. a combination of the above <p>h. Reports on training may be:</p> <ul style="list-style-type: none"> h.1. on a pro forma or template h.2. written h.3. verbal h.4. combination of the above <p>i. Training evaluation may include:</p> <ul style="list-style-type: none"> i.1. affective (e.g. satisfaction with the program) i.2. cognitive (e.g. knowledge or skill gain) i.3. performance or behaviour (e.g. absenteeism from work, productivity) <p>j. Appropriate personnel may include:</p> <ul style="list-style-type: none"> j.1. trainers/teachers and assessors j.2. team leaders/supervisors/managers/employers j.3. participant/employee/learner j.4. technical experts (e.g. language and literacy coordinators) j.5. government regulatory bodies j.6. union/employee representatives j.7. consultative committees j.8. users of training information such as training providers, employers, human resource departments j.9. State/Territory Training/Recognition Authorities <p>k. Record systems may be:</p> <ul style="list-style-type: none"> k.1. paper-based k.2. computer-based systems using magnetic or optical storage k.3. combination of both paper and computer-based systems <p>l. Training session may involve:</p> <ul style="list-style-type: none"> l.1. theory l.2. demonstration l.3. or a combination of the two <p>m. Training programs may involve:</p> <ul style="list-style-type: none"> m.1. enterprise-based delivery m.2. provider-based delivery: m.3. fee for service m.4. local, State or national curriculum m.5. community-based delivery m.6. school-based delivery m.7. international programs m.8. combination of the above <p>n. Variables for achieving competency may include:</p> <ul style="list-style-type: none"> n.1. participant characteristics n.2. resources (time, location, space, people and costs) n.3. language, literacy and numeracy issues

Range Of Variables (continued)

REVIEW TRAINING

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>o. Training delivery methods may include:</p> <ul style="list-style-type: none"> o.1. face to face o.2. distance o.3. lock step, partly self paced, all self paced o.4. trainer centred, participant centred o.5. real time, time independent o.6. place dependent, place independent o.7. interactive (e.g. audio or video conferencing, computer assisted, discussion) <p>p. Training materials may include:</p> <ul style="list-style-type: none"> p.1. non-endorsed components of an industry Training Package p.2. work books p.3. workshop guides p.4. background reading materials/documents p.5. handouts p.6. industry/enterprise competency standards p.7. supportive policies and legislation <p>q. Training support may come from:</p> <ul style="list-style-type: none"> q.1. technical and subject experts (including particular subject and language and literacy specialists) q.2. language and literacy specialists q.3. team leaders/supervisors/managers/employers q.4. specific enterprises q.5. assessment/training partners q.6. trainers/teachers and assessors q.7. training and assessment coordinators <p>r. Practice opportunities may be:</p> <ul style="list-style-type: none"> r.1. on the job r.2. off the job but located in participant's workplace r.3. off the job in a special demonstration area r.4. off the job in external training room r.5. work/field placements r.6. job rotation r.7. or a combination of the above
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. training review procedures a.3. induction documentation a.4. competency standards and related assessment and training materials a.5. relevant legislative and regulatory requirements a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. standards and certification requirements a.8. quality assurance standards and procedures

Range Of Variables (continued)

REVIEW TRAINING

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Legislation, codes and national standards relevant to the workplace may include:<ul style="list-style-type: none">a.1. award and enterprise agreements and relevant industrial instrumentsa.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discriminationa.3. relevant industry codes of practice

REVIEW TRAINING

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. produce documentation in relation to:</p> <p>a.1.1. evaluation reports in accordance with performance criteria (trainer, trainees and appropriate personnel)</p> <p>a.1.2. training and assessment records</p> <p>a.1.3. reports on the outcomes of the training sessions and training program</p> <p>a.1.4. plans for current and future training programs and activities</p> <p>a.1.5. promotional materials/reports</p> <p>a.1.6. costs incurred</p> <p>a.2. carry out the following processes:</p> <p>a.2.1. process and rationale for selecting the evaluation methods</p> <p>a.2.2. gathering and acting upon evaluation information</p> <p>a.2.3. presenting the report on training sessions/programs to appropriate personnel</p> <p>a.2.4. maintaining records and keeping them confidential and secure</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</p> <p>b. Knowledge of standards of relevant industry or enterprise competency standards and assessment guidelines</p> <p>c. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context</p> <p>d. Policies and procedures relating to the organisation's training system including those requirements for recording and maintaining confidential, secure and accurate records</p> <p>e. Evaluation and review methodologies including those that produce qualitative and quantitative data</p> <p>f. Knowledge of the Training Package on Assessment and Workplace Training</p> <p>g. Awareness of language, literacy and numeracy (LLN) issues and principles in the context of training and assessment, including the integration of LLN with technical training</p> <p>h. Ability to:</p> <p>h.1. establish criteria to evaluate training programs</p> <p>h.2. adapt and use training record systems for formative and summative assessment</p> <p>h.3. plan own work including predicting consequences and identifying improvements</p>

Evidence Guide (continued)

REVIEW TRAINING

<p>3. Required knowledge and skills (continued)</p>	<p>h.4. use appropriate language, literacy and numeracy skills required to:</p> <ul style="list-style-type: none"> h.4.1. collect, organise and analyse data h.4.2. prepare reports, questionnaires and promotional material h.4.3. present qualitative and quantitative data in a clear and coherent manner h.4.4. use probing questioning and active listening techniques to seek feedback on training h.4.5. adjust spoken and written language to suit audience <p>h.5. use communication skills appropriate to the culture of the workplace and the individual(s)</p> <p>h.6. apply cultural understanding in the context of training and assessment</p> <p>h.7. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities</p>
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to review training, and/or a.2. review training in an appropriate range of workplace contexts <p>b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required training review processes a.2. producing the required documentation a.3. producing review tool(s) for the specific assessment context a.4. producing a review procedure for the specific context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the review of training activities b.3. relevant guidelines relating to the use of any required equipment used in the assessment process <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>

Evidence Guide (continued)

REVIEW TRAINING

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation
 - b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
 - c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
 - d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
 - e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required for planning an assessment in a specific context. The unit details the requirements for determining evidence requirements, selecting appropriate assessment methods and developing an assessment tool in a specific context.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Establish evidence required for a specific context	<ul style="list-style-type: none"> a. The evidence required to infer competency from the industry/enterprise competency standards, or other standards of performance, is established for a specified context b. Relevant unit(s) of competency is read and interpreted accurately to identify the evidence required c. Specified evidence requirements assure valid and reliable inferences of competency, authenticate the performance of the person being assessed and confirm that competency is current d. Sufficient evidence is specified to show consistent achievement of the specified standards e. The cost of gathering the required evidence is established
2. Establish suitable assessment method(s)	<ul style="list-style-type: none"> a. Assessment methods are selected which are appropriate for gathering the type and amount of evidence required b. Opportunities to consolidate evidence gathering activities are identified c. Allowable adjustments in the assessment method are proposed to cater for the characteristics of the person(s) being assessed
3. Develop assessment tools appropriate to a specific assessment context	<ul style="list-style-type: none"> a. An assessment tool is developed to gather valid, reliable and sufficient evidence for a specific assessment context b. The assessment tool is designed to mirror the language used to demonstrate the competency in a specific context c. Clear instructions (spoken or written) are prepared including any adjustments which may be made to address the characteristics of the person(s) being assessed d. The assessment tool is checked to ensure flexible, fair, safe and cost-effective assessment to occur

4. Trial assessment procedure
 - a. Assessment methods and tools are trialed with an appropriate sample of people to be assessed
 - b. Evaluation of the methods and tools used in the trial provides evidence of clarity, reliability, validity, fairness, cost effectiveness and ease of administration
 - c. Appropriate adjustments are made to improve the assessment method and tools in light of the trial
 - d. Assessment procedures, including evidence requirements, assessment methods and tools, are ratified with appropriate personnel in the industry/enterprise and/or training organisation where applicable

Range Of Variables

PLAN ASSESSMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of the routine procedures to the planning of assessment activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Assessment system may be developed by: <ul style="list-style-type: none"> b.1. the industry through the endorsed component of Training Packages Assessment Guidelines b.2. the enterprise b.3. a Registered Training Organisation b.4. a combination of the above c. The assessment system should specify the following: <ul style="list-style-type: none"> c.1. the purpose of assessment c.2. competencies required of assessors c.3. record keeping procedures and policies c.4. any allowable adjustments to the assessment method which may be made c.5. the appeal/review mechanisms and procedures c.6. the review and evaluation of the assessment process c.7. the linkages between assessment and training qualifications/awards c.8. employee classification c.9. remuneration c.10. progression c.11. relevant policies c.12. quality assurance mechanisms c.13. apportionment of costs/fees (if applicable) c.14. marketing/promotion of assessment c.15. verification arrangements c.16. auspicing or partnership arrangements, if applicable d. Specific assessment context may be determined by: <ul style="list-style-type: none"> d.1. the purpose of the assessment such as to: <ul style="list-style-type: none"> d.1.1. gain a particular qualification or a licence d.1.2. determine employee classification d.1.3. recognise prior learning/current competencies d.1.4. identify training needs or progress d.2. the location of the assessment such as: <ul style="list-style-type: none"> d.2.1. on the job or off the job d.2.1. combination of both d.3. the assessment guidelines of Training Package or other assessment requirements

Range Of Variables (continued)

PLAN ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>e. Characteristics of persons being assessed may include:</p> <ul style="list-style-type: none"> e.1. language, literacy and numeracy needs e.2. cultural, language and educational background e.3. gender e.4. physical ability e.5. level of confidence, nervousness or anxiety e.6. age e.7. experience in training and assessment e.8. previous experience with the topic <p>f. Appropriate personnel may include:</p> <ul style="list-style-type: none"> f.1. assessors f.2. person(s) being assessed f.3. employee/union representatives f.4. consultative committees f.5. users of assessment information such as training providers, employers, human resource departments f.6. State/Territory training/recognition authorities f.7. training and assessment coordinators f.8. relevant managers/supervisors/team leaders f.9. technical specialists <p>g. Appropriate procedure:</p> <ul style="list-style-type: none"> g.1. the assessment procedure is developed (and endorsed) by person(s) responsible for the implementation of the assessment process in: <ul style="list-style-type: none"> g.1.1. the industry g.1.2. the enterprise g.1.3. the training organisation g.1.4. a combination of the above g.2. the assessment procedure should specify the following: <ul style="list-style-type: none"> g.2.1. recording procedure g.2.2. appeal/review mechanism g.2.3. assessment methods to be used g.2.4. instructions/materials to be provided to the person(s) being assessed g.2.5. criteria for making decisions of competent, or not yet competent g.2.6. number of assessors g.2.7. assessment tools g.2.8. evidence required g.2.9. location of assessment g.2.10. timing of assessment g.2.11. assessment group size g.3. allowable adjustments to the assessment procedure depending on the characteristics of the person being assessed

Range Of Variables (continued)

PLAN ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Assessment methods may include:</p> <ul style="list-style-type: none"> h.1. direct observation of performance, products, practical tasks, projects and simulation exercises h.2. review of log books and/or portfolios of evidence h.3. consideration of third party reports and authenticated prior achievements h.4. written, oral or computer managed questioning h.5. these methods may be used in combination in order to provide sufficient evidence to make a judgement <p>i. Assessment tools may include:</p> <ul style="list-style-type: none"> i.1. specific instructions to be given relating to the performance of practical tasks or processes or simulation exercises i.2. specific instructions to be given in relation to the production of projects and exercises i.3. sets of verbal/written/computer based questions to be asked i.4. performance checklists i.5. log books i.6. descriptions of competent performance i.7. a number of these tools may be used in combination in order to provide enough evidence to make judgements <p>j. Assessment environment and resources to be considered include:</p> <ul style="list-style-type: none"> j.1. time j.2. location j.3. personnel j.4. finances/costs j.5. equipment j.6. materials j.7. OHS requirements j.8. enterprise/industry standard operating procedures <p>k. Allowable adjustments may include:</p> <ul style="list-style-type: none"> k.1. provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) k.2. use of adaptive technology or special equipment (e.g. word processor or lifting gear) k.3. design of shorter assessment sessions to allow for fatigue or medication k.4. use of large print version of any papers
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures

Range Of Variables (continued)

PLAN ASSESSMENT

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Legislation, codes and national standards relevant to the workplace which may include: a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

PLAN ASSESSMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. the specific assessment context, including the purpose of assessment a.1.2. the features of the assessment system a.1.3. the characteristics of the person(s) being assessed a.1.4. the required evidence of competency a.1.5. the plan of opportunities for gathering the evidence required a.1.6. the assessment methods selected including any allowable adjustments to meet characteristics of person(s) being assessed a.2. produce an assessment tool(s) for the specific assessment context which ensures valid, reliable, flexible and fair assessment including any allowable adjustments a.3. produce an assessment procedure for the specific context a.4. carry out the following processes: <ul style="list-style-type: none"> a.4.1. specifying the context of assessment a.4.2. identifying the characteristics of the person(s) being assessed a.4.3. selecting a particular assessment method (including the reasons for the selection) a.4.4. planning the assessment to ensure that language, literacy and numeracy issues are taken into consideration a.4.5. evaluating evidence in terms of validity, authenticity, sufficiency, currency and consistent achievement of the specified standard a.4.6. developing the assessment tool for the specified context a.4.7. arranging the validation and ratification of the assessment tool by appropriate personnel
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of standards of performance including industry or enterprise competency standards and assessment guidelines c. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context d. Understanding of the assessment principles of reliability, validity, fairness, flexibility, authenticity, sufficiency and consistency e. Knowledge of the Assessment Guidelines of the Training Package Assessment and Workplace Training

Evidence Guide (continued)

PLAN ASSESSMENT

<p>3. Required knowledge and skills (continued)</p>	<p>f. Ability to:</p> <ul style="list-style-type: none"> f.1. apply various assessment methods relevant to workplace context f.2. plan own work including predicting consequences and identifying improvements f.3. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> f.3.1. read and interpret relevant information to plan assessment f.3.2. give clear and precise information/instructions in spoken or written form f.3.3. adjust spoken and written language to suit target audience f.3.4. write assessment tools using language which mirrors the language used to demonstrate the competency in the specific context f.3.5. prepare required documentation using clear and comprehensible language and layout f.3.6. calculate and estimate costs f.4. use communication skills appropriate to the culture of the workplace and the individual(s) f.5. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to plan assessment, and/or a.2. plan assessment in an appropriate range of workplace contexts b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. carrying out the required assessment planning processes a.2. producing the required documentation a.3. producing an assessment tool(s) for the specific assessment context a.4. producing an assessment procedure for the specific context b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the coordination of quality customer services b.3. relevant guidelines relating to the use of any required equipment used in the assessment process c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Evidence Guide (continued)

PLAN ASSESSMENT

5. Consistency in performance (continued)	<ul style="list-style-type: none"> e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	2

DESCRIPTION:

This unit involves the skills and knowledge required for planning an assessment in a specific context. The unit details the requirements for determining evidence requirements, selecting appropriate assessment methods and developing an assessment tool in a specific context.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Identify and explain the context of assessment	<ul style="list-style-type: none"> a. The context and purpose of assessment are discussed and confirmed with the person(s) being assessed b. The relevant performance standards to be used in the assessment (e.g. current endorsed competency standards for the specific industry) are clearly explained to the person being assessed c. The assessment procedure is clarified and expectations of assessor and candidate are agreed d. Any legal and ethical responsibilities associated with the assessment are explained to the person(s) being assessed e. The needs of the person being assessed are determined to establish any allowable adjustments in the assessment procedure f. Information is conveyed using language and interactive strategies and techniques to communicate effectively with the person(s) being assessed
2. Plan evidence gathering opportunities	<ul style="list-style-type: none"> a. Opportunities to gather evidence of competency, which occurs as part of workplace or training activities, are identified covering the dimensions of competency b. The need to gather additional evidence which may not occur as part of the workplace or training activities are identified c. Evidence gathering activities are planned to provide sufficient, reliable, valid and fair evidence of competency in accordance with the assessment procedure
3. Organise assessment	<ul style="list-style-type: none"> a. The resources specified in the assessment procedure are obtained and arranged within a safe and accessible assessment environment b. Appropriate personnel are informed of the assessment c. Spoken interactions and any written documents employ language and strategies and techniques to ensure the assessment arrangements are understood by all person(s) being assessed and appropriate personnel

4 Gather evidence	<ul style="list-style-type: none"> a. Verbal and non-verbal language is adjusted and strategies are employed to promote a supportive assessment environment to gather evidence b. The evidence specified in the assessment procedure is gathered, using the assessment methods and tools c. Evidence is gathered in accordance with specified allowable adjustments where applicable d. The evidence gathered is documented in accordance with the assessment procedure
5. Make the assessment decision	<ul style="list-style-type: none"> a. The evidence is evaluated in terms of validity, authenticity, sufficiency, currency, and consistent achievement of the specified standard b. The evidence is evaluated according to the dimensions of competency: task skills, task management skills, contingency management skills, job/role environment skill, and transfer and application of knowledge and skills to new contexts c. Guidance is sought, when in doubt, from a more experienced assessor(s) d. The assessment decision is made in accordance with the criteria specified in the assessment procedure
6. Record assessment results	<ul style="list-style-type: none"> a. Assessment results are recorded accurately in accordance with the specified record keeping requirements b. Confidentiality of assessment outcome is maintained and access to the assessment records is provided only to authorised personnel
7. Provide feedback to persons being assessed	<ul style="list-style-type: none"> a. Clear and constructive feedback in relation to performance is given to the person(s) being assessed using language and strategies to suit the person(s) including guidance on further goals/training opportunities is provided to the person(s) being assessed b. Opportunities for overcoming any gaps in competency, as revealed by the assessment, are explored with the person(s) being assessed c. The person(s) being assessed is advised of available reassessment opportunities and/or review appeal mechanisms where the assessment decision is challenged
8. Report on the conduct of the assessment	<ul style="list-style-type: none"> a. Positive and negative features experienced in conducting the assessment are reported to those responsible for the assessment procedure b. Any assessment decision disputed by the person(s) being assessed is recorded and reported promptly to those responsible for the assessment procedure c. Suggestions for improving any aspect of the assessment process are made to appropriate personnel

Range Of Variables

CONDUCT ASSESSMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of the assessment principles and procedures to the conduct of assessment activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Assessment system may be developed by: <ul style="list-style-type: none"> b.1. the industry through the endorsed component of Training Packages Assessment Guidelines b.2. the enterprise b.3. a Registered Training Organisation b.4. a combination of the above c. The assessment system should specify the following: <ul style="list-style-type: none"> c.1. the purpose of assessment c.2. competencies required of assessors c.3. record keeping procedures and policies c.4. any allowable adjustments to the assessment method which may be made c.5. the appeal/review mechanisms and procedures c.6. the review and evaluation of the assessment process c.7. the linkages between assessment and training qualifications/awards c.8. employee classification c.9. remuneration c.10. progression c.11. relevant policies c.12. quality assurance mechanisms c.13. apportionment of costs/fees (if applicable) c.14. marketing/promotion of assessment c.15. verification arrangements c.16. auspicing or partnership arrangements, if applicable d. Specific assessment context may be determined by: <ul style="list-style-type: none"> d.1. the purpose of the assessment such as to: <ul style="list-style-type: none"> d.1.1. gain a particular qualification or a licence d.1.2. determine employee classification d.1.3. recognise prior learning/current competencies d.1.4. identify training needs or progress d.2. the location of the assessment such as: <ul style="list-style-type: none"> d.2.1. on the job or off the job d.2.1. combination of both d.3. the assessment guidelines of Training Package or other assessment requirements

Range Of Variables (continued)

CONDUCT ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>e. Characteristics of persons being assessed may include:</p> <ul style="list-style-type: none"> e.1. language, literacy and numeracy needs e.2. cultural, language and educational background e.3. gender e.4. physical ability e.5. level of confidence, nervousness or anxiety e.6. age e.7. experience in training and assessment e.8. previous experience with the topic <p>f. Appropriate personnel many include:</p> <ul style="list-style-type: none"> f.1. assessors f.2. person(s) being assessed f.3. employee/union representatives f.4. consultative committees f.5. users of assessment information such as training providers, employers, human resource departments f.6. State/Territory training/recognition authorities f.7. training and assessment coordinators f.8. relevant managers/supervisors/team leaders f.9. technical specialists <p>g. Appropriate procedure:</p> <ul style="list-style-type: none"> g.1. the assessment procedure is developed (and endorsed) by person(s) responsible for the implementation of the assessment process in: <ul style="list-style-type: none"> g.1.1. the industry g.1.2. the enterprise g.1.3. the training organisation g.1.4. a combination of the above g.2. the assessment procedure should specify the following: <ul style="list-style-type: none"> g.2.1. recording procedure g.2.2. appeal/review mechanism g.2.3. assessment methods to be used g.2.4. instructions/materials to be provided to the person(s) being assessed g.2.5. criteria for making decisions of competent, or not yet competent g.2.6. number of assessors g.2.7. assessment tools g.2.8. evidence required g.2.9. location of assessment g.2.10. timing of assessment g.2.11. assessment group size g.3. allowable adjustments to the assessment procedure depending on the characteristics of the person being assessed

Range Of Variables (continued)

CONDUCT ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Assessment methods may include:</p> <ul style="list-style-type: none"> h.1. direct observation of performance, products, practical tasks, projects and simulation exercises h.2. review of log books and/or portfolios of evidence h.3. consideration of third party reports and authenticated prior achievements h.4. written, oral or computer managed questioning h.5. these methods may be used in combination in order to provide sufficient evidence to make a judgement <p>i. Assessment tools may include:</p> <ul style="list-style-type: none"> i.1. specific instructions to be given relating to the performance of practical tasks or processes or simulation exercises i.2. specific instructions to be given in relation to the production of projects and exercises i.3. sets of verbal/written/computer based questions to be asked i.4. performance checklists i.5. log books i.6. descriptions of competent performance i.7. a number of these tools may be used in combination in order to provide enough evidence to make judgements <p>j. Assessment environment and resources to be considered include:</p> <ul style="list-style-type: none"> j.1. time j.2. location j.3. personnel j.4. finances/costs j.5. equipment j.6. materials j.7. OHS requirements j.8. enterprise/industry standard operating procedures <p>k. Allowable adjustments may include:</p> <ul style="list-style-type: none"> k.1. provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) k.2. use of adaptive technology or special equipment (e.g. word processor or lifting gear) k.3. design of shorter assessment sessions to allow for fatigue or medication k.4. use of large print version of any papers <p>l. Recording procedures may include:</p> <ul style="list-style-type: none"> l.1. forms designed for the specific assessment result (paper or electronic) l.2. checklists for recording observations/process used (paper or electronic) l.3. combination of the above <p>m. Assessment reporting requirements may include:</p> <ul style="list-style-type: none"> m.1. final assessments which record the unit(s) of competency in terms of code, title and endorsement date m.2. summative assessment reports, where issued, which indicate units of competency where additional learning is required <p>N.B. statutory and legislative requirements for maintaining records may vary in States/Territories</p>

Range Of Variables (continued)

CONDUCT ASSESSMENT

VARIABLE	SCOPE
3. Sources of information/documents	a. Information/documents may include: <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
4. Applicable regulations and legislation	a. Legislation, codes and national standards relevant to the workplace which may include: <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

CONDUCT ASSESSMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and collect/produce the following products: <ul style="list-style-type: none"> a.1.1. description of the assessment context, including the purpose of assessment a.1.2. the relevant competency or other performance standard and assessment procedure used a.1.3. description of how evidence gathered is valid, authentic, sufficient, fair and reliable to ensure competency a.1.4. conduct of assessment in accordance with competency requirements a.1.5. recording of the assessment results in accordance with the specified assessment procedure and record keeping requirements a.1.6. report on the conduct of the assessment, including positive and negative features and suggestions for improving any aspect of the assessment process a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. seeking agreement with the person(s) being assessed on the conduct of the assessment a.2.2. identifying opportunities to gather evidence as part of workplace or training activities a.2.3. gathering evidence in accordance with the assessment procedure a.2.4. ensuring that the evidence gathering activity covered the dimensions of competency a.2.5. arranging resources according to the assessment procedure a.2.6. consulting appropriate personnel a.2.7. gathering evidence in accordance with allowable adjustments to the assessment method where applicable a.2.8. evaluating evidence in terms of validity, authenticity, sufficiency, currency and consistent achievement of the specified standard a.2.9. conducting the assessment in such a manner to ensure that: <ul style="list-style-type: none"> a.2.9.1. all arrangements and activities were understood by all parties a.2.9.2. the person was put at ease and the supportive assessment environment was created a.2.9.3. language, literacy and numeracy issues were taken into consideration a.2.10. providing constructive feedback to the person(s) being assessed including instances of not yet competent a.2.11. providing guidance to person(s) being assessed on how to overcome gaps in competency revealed
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>

CONDUCT ASSESSMENT

<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of relevant standards of performance including industry or enterprise competency standards and assessment guidelines c. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context d. Understanding of the assessment principles of reliability, validity, fairness, flexibility, authenticity, sufficiency and consistency e. Knowledge of the Assessment Guidelines of the Training Package Assessment and Workplace Training f. Ability to: <ul style="list-style-type: none"> f.1. apply various assessment methods relevant to workplace context f.2. plan own work including predicting consequences and identifying improvements f.3. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> f.3.1. read and interpret relevant information to plan assessment f.3.2. give clear and precise information/instructions in spoken or written form f.3.3. adjust spoken and written language to suit target audience f.3.4. prepare required documentation using clear and comprehensible language and layout f.4. ask probing questions and listen strategically to understand responses of the person being assessed f.5. seek additional information for clarification purposes f.6. use verbal and non-verbal language to promote a supportive assessment environment f.7. use language of negotiation and conflict resolution to minimise conflict f.8. use communication skills appropriate to the culture of the workplace and the individual(s) f.9. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct assessment, and/or a.2. conduct assessment in an appropriate range of workplace contexts b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Evidence Guide (continued)

CONDUCT ASSESSMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required assessment planning processes a.2. producing the required documentation a.3. producing an assessment tool(s) for the specific assessment context a.4. producing an assessment procedure for the specific context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the coordination of quality customer services b.3. relevant guidelines relating to the use of any required equipment used in the assessment process b.4. housekeeping procedures b.5. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any assessment problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	2	2	3

DESCRIPTION:

This unit involves the skills and knowledge required to review assessment procedures in a specific context.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Review the assessment procedure(s)	<ul style="list-style-type: none"> a. Appropriate personnel are given the opportunity to review the assessment outcomes and procedure using agreed evaluation criteria b. The review process established by the enterprise, industry or registered training organisation is followed c. The assessment procedure(s) is reviewed at a specified site in cooperation with person(s) being assessed, and any appropriate personnel in the industry/enterprise/training establishment and/or any agency identified under legislation d. Review activities are documented, findings are substantiated and the review approach evaluated
2. Check consistency of assessment decision	<ul style="list-style-type: none"> a. Evidence from a range of assessments is checked for consistency across the dimensions of competency b. Evidence is checked against the key competencies c. Consistency of assessment decisions with defined performance standards are reviewed and discrepancies and inconsistencies are noted and acted upon
3. Report review findings	<ul style="list-style-type: none"> a. Recommendations are made to appropriate personnel for modifications to the assessment procedure(s) in light of the review outcomes b. Records are evaluated to determine whether the needs of appropriate personnel have been met c. Effective contributions are made to system-wide reviews of the assessment process and feedback procedures and are reviewed

Range Of Variables

REVIEW ASSESSMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of the routine procedures to the review of assessment activities
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Assessment system may be developed by: <ul style="list-style-type: none"> b.1. the industry b.2. the enterprise b.3. a Registered Training Organisation b.4. a combination of the above c. The assessment system should specify the following: <ul style="list-style-type: none"> c.1. the purpose of assessment c.2. competencies required of assessors c.3. record keeping procedures and policies c.4. any allowable adjustments to the assessment method which may be made c.5. the appeal/review mechanisms and procedures c.6. the review and evaluation of the assessment process c.7. the linkages between assessment and training qualifications/awards c.8. employee classification c.9. remuneration c.10. progression c.11. relevant policies c.12. quality assurance mechanisms c.13. apportionment of costs/fees (if applicable) c.14. marketing/promotion of assessment c.15. verification arrangements c.16. auspicing or partnership arrangements, if applicable d. Specific assessment context may be determined by: <ul style="list-style-type: none"> d.1. the purpose of the assessment such as to: <ul style="list-style-type: none"> d.1.1. gain a particular qualification or a licence d.1.2. determine employee classification d.1.3. recognise prior learning/current competencies d.1.4. identify training needs or progress d.2. the location of the assessment such as: <ul style="list-style-type: none"> d.2.1. on the job or off the job d.2.1. combination of both d.3. the assessment guidelines of Training Package or other assessment requirements d.4. features of assessment system

Range Of Variables (continued)

REVIEW ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>e. Evaluation criteria in review process should include:</p> <ul style="list-style-type: none"> e.1. number of persons being assessed e.2. duration of the assessment procedure e.3. organisational constraints within which assessors must operate e.4. occupational health and safety factors e.5. relationship of the assessor to other appropriate personnel in the assessment process e.6. frequency of assessment procedure e.7. budgetary restraints e.8. information needs of government and other regulatory bodies e.9. support needs and professional development needs of assessors e.10. characteristics of persons being assessed e.11. human resource management implications e.12. consistency of assessment decisions e.13. levels of flexibility in the assessment procedure e.14. fairness of the assessment procedure e.15. efficiency and effectiveness of the assessment procedure e.16. difficulties encountered during the planning and conduct of the assessment e.17. motivation of the person(s) being assessed e.18. location and resource suitability e.19. reliability, validity, fairness and flexibility of the assessment tool(s) e.20. relevance of assessment to specified context e.21. grievances/challenges to the assessment decision by the person(s) being assessed or their supervisor/manager/employer e.22. ease of administration e.23. access and equity considerations e.24. practicability <p>f. Characteristics of persons being assessed may include:</p> <ul style="list-style-type: none"> f.1. language, literacy and numeracy needs f.2. cultural, language and educational background f.3. educational background or general knowledge f.4. gender f.5. physical ability f.6. level of confidence, nervousness or anxiety f.7. age f.8. previous experience with the topic f.9. experience in training and assessment f.10. work organisation or roster <p>g. Appropriate personnel may include:</p> <ul style="list-style-type: none"> g.1. assessors g.2. person(s) being assessed g.3. employee/union representatives g.4. consultative committees g.5. users of assessment information such as training providers, employers, human resource departments g.6. State/Territory training/recognition authorities g.7. training and assessment coordinators g.8. relevant managers/supervisors/team leaders g.9. technical specialists

Range Of Variables (continued)

REVIEW ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Appropriate procedure:</p> <p>h.1. the assessment procedure is developed (and endorsed) by person(s) responsible for the implementation of the assessment process in:</p> <p>h.1.1. the industry</p> <p>h.1.2. the enterprise</p> <p>h.1.3. the training organisation</p> <p>h.1.4. a combination of the above</p> <p>h.2. the assessment procedure should specify the following:</p> <p>h.2.1. recording procedure</p> <p>h.2.2. appeal/review mechanism</p> <p>h.2.3. assessment methods to be used</p> <p>h.2.4. instructions/materials to be provided to the person(s) being assessed</p> <p>h.2.5. criteria for making decisions of competent, or not yet competent</p> <p>h.2.6. number of assessors</p> <p>h.2.7. assessment tools</p> <p>h.2.8. evidence required</p> <p>h.2.9. location of assessment</p> <p>h.2.10. timing of assessment</p> <p>h.2.11. assessment group size</p> <p>h.3. allowable adjustments to the assessment procedure depending on the characteristics of the person being assessed</p> <p>i. Assessment methods may include:</p> <p>i.1. direct observation of performance, products, practical tasks, projects and simulation exercises</p> <p>i.2. review of log books and/or portfolios of evidence</p> <p>i.3. consideration of third party reports and authenticated prior achievements</p> <p>i.4. written, oral or computer managed questioning</p> <p>i.5. these methods may be used in combination in order to provide sufficient evidence to make a judgement</p> <p>j. Assessment tools may include:</p> <p>j.1. specific instructions to be given relating to the performance of practical tasks or processes or simulation exercises</p> <p>j.2. specific instructions to be given in relation to the production of projects and exercises</p> <p>j.3. sets of verbal/written/computer based questions to be asked</p> <p>j.4. performance checklists</p> <p>j.5. log books</p> <p>j.6. descriptions of competent performance</p> <p>j.7. a number of these tools may be used in combination in order to provide enough evidence to make judgements</p>

Range Of Variables (continued)

REVIEW ASSESSMENT

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Assessment environment and resources to be considered include:</p> <ul style="list-style-type: none"> k.1. time k.2. location k.3. personnel k.4. finances/costs k.5. equipment k.6. materials k.7. OHS requirements k.8. enterprise/industry standard operating procedures <p>l. Allowable adjustments may include:</p> <ul style="list-style-type: none"> l.1. provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) l.2. use of adaptive technology or special equipment (e.g. word processor or lifting gear) l.3. design of shorter assessment sessions to allow for fatigue or medication l.4. use of large print version of any papers
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. induction documentation a.3. competency standards and related assessment and training materials a.4. relevant legislative and regulatory requirements a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. standards and certification requirements a.7. quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Legislation, codes and national standards relevant to the workplace which may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

REVIEW ASSESSMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. process for the review of the assessment procedure(s) a.1.2. a report on the review of the operations and outcomes of the assessment procedure(s) including substantiation of findings and any recommendations for modification a.1.3. the characteristics of the person(s) being assessed a.1.4. the required evidence of competency a.1.5. the plan of opportunities for gathering the evidence required a.1.6. the assessment methods selected including any allowable adjustments to meet characteristics of person(s) being assessed a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. implementing the review process for evaluating the assessments in the enterprise, industry or organisation a.2.2. explaining the rationale for the chosen particular review/evaluation methodologies a.2.3. seeking cooperation and input from the person(s) assessed and appropriate personnel as part of the review
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of the review process established by the industry, enterprise or training organisation c. Knowledge of evaluation methodologies relevant to the assessment context d. Knowledge of standards of performance including industry or enterprise competency standards and assessment guidelines e. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context f. Understanding of the assessment principles of reliability, validity, fairness, flexibility, authenticity, sufficiency and consistency g. Knowledge of relevant organisational policies and procedures of the workplace and/or job role

Evidence Guide (continued)

REVIEW ASSESSMENT

<p>3. Required knowledge and skills (continued)</p>	<p>h. Ability to:</p> <ul style="list-style-type: none"> h.1. apply various assessment review methods relevant to the workplace context h.2. plan review activities including predicting consequences and identifying improvements h.3. use appropriate language, literacy and numeracy skills required to: <ul style="list-style-type: none"> h.3.1. read and review procedures h.3.2. participate in discussions and listen strategically to evaluate information critically h.3.3. gather, select and organise findings from a number of sources h.3.4. document findings in summary form, graphs or tables h.3.5. present findings in a short report to relevant personnel h.3.6. make recommendations based on findings h.3.7. determine cost effectiveness h.4. use communication skills appropriate to the culture of the workplace and the individual(s) h.5. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to review assessment, and/or a.2. review assessment in an appropriate range of workplace contexts <p>b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required assessment review processes a.2. producing the required documentation and reports a.3. producing a review tool(s) for the specific assessment context a.4. producing a review procedure for the specific context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the review of assessment b.3. relevant guidelines relating to the use of any required equipment used in a reviews of an assessment process b.4. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>

REVIEW ASSESSMENT

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation
 - b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
 - c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
 - d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
 - e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to develop an assessment procedure for a target group, including determining evidence requirements and selecting appropriate assessment methods to be used by assessors.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
1. Establish evidence requirements	<ul style="list-style-type: none"> a. The purpose of the assessment and the target group to be assessed is identified and confirmed with stakeholders b. The type of evidence required to infer competency is established and the process of interpreting and recording the evidence is established and documented c. Evidence requirements are specified to assure coverage of the key components of competency d. Evidence requirements are specified to assure: <ul style="list-style-type: none"> d.1. validity d.2. currency d.3. authenticity d.4. sufficiency e. Where additional levels of competence are used, criteria for making judgements for different levels of competency are defined f. Links to existing relevant assessment system(s) are defined, including: <ul style="list-style-type: none"> f.1. recording and reporting requirements f.2. appropriate personnel and requirements for receiving information about the assessment f.3. appeal process f.4. quality assurance mechanisms g. Any additional review mechanisms are identified and documented h. The reporting formats for the assessment process and recording of outcomes are designed i. The development, implementation and review costs of the assessment procedure are estimated

<p>2. Identify assessment methods</p>	<ul style="list-style-type: none"> a. The context and location of assessments are described and specified b. The facilities and physical resources needed to conduct assessments are identified and documented c. A range of assessment methods for gathering evidence in relation to the competencies to be assessed are evaluated for: <ul style="list-style-type: none"> c.1. type and amount of evidence required c.2. validity c.3. reliability c.4. fairness c.5. cost effectiveness c.6. administration ease c.7. the characteristics of the target group d. The number of assessors and any required supports to implement the assessment process are determined e. The instructions for the persons being assessed are drafted f. The assessment method(s) to be used are selected and allowable adjustments are proposed to cater for characteristics of persons being assessed g. The required evidence of competency to be demonstrated or supplied by the persons being assessed h. The instructions for interpreting the evidence and making a decision of competence are documented i. Descriptions of likely performances are established and verified with appropriate personnel j. Other related competencies are identified for inferring full or partial competence from the evidence gathered k. The rules for verifying assessment decisions are determined l. Any limits, variations or restrictions on the assessment tools are specified
<p>3. Identify potential available assessment tools</p>	<ul style="list-style-type: none"> a. Available assessment tools appropriate to evidence required to infer competency are identified and evaluated in relation to applicability for the: <ul style="list-style-type: none"> a.1. characteristics of persons being assessed a.2. assessment contexts a.3. assessors b. A panel of specialists is convened to critique tools for: <ul style="list-style-type: none"> b.1. reliability b.2. validity b.3. fairness b.4. relevance to the workplace context b.5. content accuracy b.6. ease of use b.7. cost effectiveness b.8. appropriateness of language b.9. avoidance of bias c. Adjustments to the tools and methods are made to ensure applicability to the context, competencies and characteristics of persons being assessed

<p>4. Trial the assessment methods and tools</p>	<ul style="list-style-type: none"> a. The tools and assessment method are trialed with a sample from the target group b. Allowable adjustments to the assessment method and tools are drafted c. Assessors (if required) are trained to administer the assessment tools in a consistent manner d. Assessment tools and methods are administered to the target sample e. Responses from the target sample and the assessors are compiled and analysed f. The appropriateness of the assessment method and the ease of use and language level of the assessment tools are determined g. Improvements and changes to the assessment tools are made where necessary
<p>5. Document assessment procedures</p>	<ul style="list-style-type: none"> a. Any influences that may affect (bias) the assessment decision are identified and documented b. Any allowable adjustments to the assessment methods and tools to meet the characteristics of persons being assessed are documented c. The criteria for making decisions of competent or not yet competent are reviewed, and if necessary, adjusted d. The assessment procedure(s) and administration instructions are documented

Range Of Variables

DEVELOP ASSESSMENT PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of assessment principles and procedures to the development of assessment procedures
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Stakeholders may include: <ul style="list-style-type: none"> b.1. industry/professional/trade associations b.2. trainers/teachers and assessors b.3. team leaders/managers/employers b.4. training and assessment coordinators b.5. participants/employees/learners b.6. technical/subjects experts including language, literacy and numeracy specialists b.7. government regulatory bodies b.8. union/employee representatives b.9. consultative committees b.10. relevant industry training advisory bodies b.11. funding bodies b.12. State/Territory Training/Recognition Authorities c. Target group may include: <ul style="list-style-type: none"> c.1. an enterprise c.2. a department/division c.3. a job role/occupation c.4. an industry sector c.5. a professional association c.6. a trade c.7. community sector c.8. government organisation d. Purpose of assessment may include: <ul style="list-style-type: none"> d.1. diagnosing performance d.2. classifying an employee d.3. confirming an employee's competency for the purpose of career advancement/job level d.4. awarding a qualification d.5. providing a statement of attainment d.6. confirming progress in competency acquisition/learning d.7. recognising prior learning or current competencies e. Type of evidence may include: <ul style="list-style-type: none"> e.1. indirect e.2. direct e.3. supplementary e.4. combination of the above

Range Of Variables (continued)

DEVELOP ASSESSMENT PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>f. Evidence might be interpreted using a range of reference frames. These may include:</p> <ul style="list-style-type: none"> f.1. criterion referenced frames f.2. linkages of evidence to competency standards f.3. prediction of workplace performance <p>g. Characteristics of persons being assessed:</p> <ul style="list-style-type: none"> g.1. language, literacy and numeracy levels g.2. cultural and language background g.3. educational background or general knowledge g.4. physical ability g.5. work organisation or roster g.6. age g.7. gender g.8. experience in assessment g.9. level of confidence, nervousness or anxiety g.10. previous experience with topic <p>h. Appropriateness of evidence types may include:</p> <ul style="list-style-type: none"> h.1. cost effectiveness h.2. practicability h.3. flexibility h.4. communication skills of person(s) being assessed h.5. assessment experience and characteristics of persons being assessed <p>i. Assessment methods may include combinations of:</p> <ul style="list-style-type: none"> i.1. direct observation of performance or product i.2. practical tasks i.3. projects i.4. written/oral/computer-based questioning i.5. simulation exercise(s) i.6. consideration of third party reports and self and peer assessment i.7. authenticated prior achievements <p>j. Allowable adjustment to assessment methods/tools may include:</p> <ul style="list-style-type: none"> j.1. provision of support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) j.2. use of special equipment (e.g. word processor or lifting gear) j.3. adaptive technology j.4. shorter assessment to allow for fatigue or medication j.5. use of large print version of any papers <p>k. Specialist panel may include:</p> <ul style="list-style-type: none"> k.1. technical specialists k.2. language, literacy and numeracy specialists k.3. assessment specialists k.4. management and enterprise representatives k.5. industry representatives k.6. union/employee representatives k.7. potential and past candidates

Range Of Variables (continued)

DEVELOP ASSESSMENT PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>l. Operational constraints may include:</p> <ul style="list-style-type: none"> l.1. time available for assessment l.2. relative cost of evidence gathering strategies l.3. availability of assessors l.4. availability of experts in the technical area to be assessed l.5. availability of persons being assessed because of matters such as work organisation l.6. geographical location of persons being assessed <p>m. Record systems may include:</p> <ul style="list-style-type: none"> m.1. paper-based systems m.2. computer-based systems using magnetic or optical storage m.3. combination of both paper and computer-based systems <p>NB: statutory and legislative requirements for maintaining records may vary in States/Territories</p> <p>n. The assessment system may be developed (and endorsed) by:</p> <ul style="list-style-type: none"> n.1. the industry n.2. the enterprise n.3. the training organisation n.4. a combination of the above <p>o. The assessment system should specify the following:</p> <ul style="list-style-type: none"> o.1. the purpose of assessment o.2. competencies required of assessors o.3. record keeping procedures and policies o.4. any allowable adjustments to the assessment method o.5. the appeal/review mechanisms and procedures o.6. the review and evaluation of the assessment process o.7. the linkages between assessment and training qualifications/awards, employee classification, remuneration, progression o.8. relevant policies o.9. quality assurance mechanisms o.10. apportionment of costs/fees (if applicable) o.11. marketing/promotion of assessment o.12. verification arrangements o.13. auspicing and/or partnership arrangements, if applicable <p>p. Assessment procedure should include:</p> <ul style="list-style-type: none"> p.1. recording procedure p.2. appeal/review mechanism p.3. assessment methods to be used p.4. number of assessors p.5. assessment tools p.6. evidence required p.7. location of assessment p.8. timing of assessment p.9. assessment group size p.10. allowable adjustments to assessment methods and tools

Range Of Variables (continued)

DEVELOP ASSESSMENT PROCEDURES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. guidelines and policies for developing assessment procedures a.3. induction documentation a.4. competency standards and related assessment and training materials a.5. relevant legislative and regulatory requirements a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. standards and certification requirements a.8. quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Legislation, codes and national standards relevant to the workplace may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

DEVELOP ASSESSMENT PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. produce documentation in relation to:</p> <p>a.1.1. a description of the stakeholders, target group, the purpose of assessment</p> <p>a.1.2. a description of the competencies to be assessed and evidence required to infer competency</p> <p>a.1.3. documentation on steps taken to develop the assessment procedures, including the trialing of assessment methods and tools in accordance with performance criteria</p> <p>a.1.4. documented assessment procedures</p> <p>a.2. carry out the following processes:</p> <p>a.2.1. determining and consulting with the target group and stakeholders</p> <p>a.2.2. process and rationale for selecting particular assessment methods and tools</p> <p>a.2.3. trialing of assessment methods and tools</p> <p>a.2.4. process for the involvement of other persons in the development of the assessment procedure including:</p> <p>a.2.4.1. the panels of specialists that reviewed the materials—their roles and responsibilities</p> <p>a.2.4.2. the characteristics of the candidates that piloted the tasks and provided feedback in detail</p> <p>a.2.4.3. the characteristics of the trial sample</p>
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<p>a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination</p> <p>b. Knowledge of relevant industry/enterprise Training Packages, competency or other performance standards</p> <p>c. Knowledge of assessment methods, their purposes and uses</p> <p>d. Knowledge in the development and modification of assessment tools for a defined group of competencies, assessment contexts and to meet the characteristics of persons being assessed</p> <p>e. Knowledge of legal and ethical responsibilities including occupational health and safety regulations and procedures, equal employment and anti-discrimination requirements relevant to the specified context</p> <p>f. Knowledge of compliance requirements for copyright and other regulatory requirements</p>

Evidence Guide (continued)

DEVELOP ASSESSMENT PROCEDURES

<p>3. Required knowledge and skills (continued)</p>	<p>g. Ability to:</p> <ul style="list-style-type: none"> g.1. apply assessment methods and tools to elicit evidence, in a relevant context, from target group g.2. identify and correctly use relevant equipment, processes and procedures g.3. plan own work including predicting consequences and identifying improvements g.4. use appropriate language, literacy and numeracy skills required to comprehend sources of information and to prepare required documentation g.5. use communication skills appropriate to the culture of the workplace and the individual(s) g.6. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop assessment procedures, and/or a.2. develop assessment procedures in an appropriate range of workplace contexts <p>b. The learner and trainer should have access to appropriate documentation and resources normally used in the workplace</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required development of assessment procedures a.2. producing the required documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the development of assessment procedures b.3. relevant guidelines relating to the use of any required equipment used in the assessment process <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>

DEVELOP ASSESSMENT PROCEDURES

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation
 - b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement
 - c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package
 - d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment
 - e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to select, develop, validate and document new assessment tools to be used by assessors.

This unit is identical to the Workplace Trainer and Assessor unit of the same code.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify the context for the assessment tool</p>	<p>a. The purpose of the assessment, the target group and the competency or other standard of performance to be assessed are identified</p> <p>b. Evidence required to infer competency is identified</p> <p>c. Assessment methods are evaluated to establish requirements of assessment tools, particularly:</p> <ul style="list-style-type: none"> c.1. resources and requirements for the assessment tools c.2. assessment location and context c.3. administration ease c.4. the characteristics of the target group <p>d. Requirements of the assessment system in relation to the assessment tools are identified:</p> <ul style="list-style-type: none"> d.1. storage and security of documentation d.2. appropriate personnel and differing needs for receiving information about the assessment tools d.3. evaluation and review process d.4. quality assurance mechanisms <p>e. Development, implementation and review plans costs of the assessment tools development are estimated</p> <p>f. A plan for the development of the assessment tools is prepared</p>
<p>2. Draft assessment tools in accordance with plan</p>	<p>a. Assessment tools are designed to assess the relevant competencies using appropriate:</p> <ul style="list-style-type: none"> a.1. format a.2. language, numeracy requirements a.3. visual representation and where appropriate sound a.4. question and activity types a.5. media a.6. sequence of activities a.7. choice in activities <p>b. Assessment tools require the person being assessed to demonstrate the components of competency</p>

<p>2. Draft assessment tools in accordance with plan (continued)</p>	<p>c. The assessment tools are checked for the following characteristics:</p> <ul style="list-style-type: none"> c.1. reliability c.2. validity c.3. fairness c.4. relevance to the workplace context c.5. content accuracy c.6. ease of use c.7. cost effectiveness c.8. avoidance of bias c.9. testing the required scope of the competencies <p>d. Adjustments to the tools and procedures are made as required</p>
<p>3. Develop instructions for assessment tools</p>	<p>a. The instructions for the persons to be assessed are drafted</p> <p>b. The instructions for administering each assessment tool are drafted to include the resources needed to conduct the assessment and the context for the use of the tools</p> <p>c. Evidence of competency to be demonstrated is documented and incorporated in the assessment tools</p> <p>d. Allowable adjustments identified in the assessment procedures are noted and included in the instructions</p> <p>e. The rules for verifying assessment decisions are identified and any limits, variations or restrictions on the assessment tools are specified</p>
<p>4. Pilot the assessment tools</p>	<p>a. The tools are piloted with a small sample selected across the range of the target group</p> <p>b. Feedback from sample target group individuals and others involved in administering the pilot is used to establish appropriate amendments to the assessment tools, particularly in relation to:</p> <ul style="list-style-type: none"> b.1. ease of use b.2. language and other literacy/numeracy requirements in terms of the relevant competencies b.3. appropriateness for the assessment context and competencies b.4. costs/time effectiveness for candidates and assessors <p>c. Improvements and changes to the assessment tools are made where necessary</p>
<p>5. Validate assessment tools</p>	<p>a. An adequate sample of the target group to be assessed is selected</p> <p>b. Assessors are trained (if required) to administer the assessment tools in a consistent manner</p> <p>c. The assessment tools are administered to the target sample responses compiled and analysed assessment tools are modified according to the findings</p> <p>d. Any influences that may affect (bias) the assessment decision are identified and documented</p>
<p>6. Finalise assessment tools</p>	<p>a. Validated and appropriately amended tools are incorporated in assessment procedure(s)</p> <p>b. Documentation in paper and/or electronic form is filed in appropriate secure, accessible locations</p>

Range Of Variables

DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and codes of practice b. Work is performed under general supervision c. Work involves the application of assessment principles and procedures to the development of assessment tools
2. Worksite environment	<ul style="list-style-type: none"> a. OHS considerations may include: <ul style="list-style-type: none"> a.1. establishment and maintenance of OHS training, records, induction processes a.2. performance against OHS legislation and organisation's OHS system, especially policies, procedures and work instructions b. Target group may include: <ul style="list-style-type: none"> b.1. an enterprise b.2. a department/division b.3. a job role/occupation b.4. an industry sector b.5. a professional association b.6. a trade b.7. a community organisation b.8. a government organisation c. Purpose of assessment may include: <ul style="list-style-type: none"> c.1. diagnosing performance c.2. classifying an employee c.3. confirming an employee's competence for the purpose of career advancement/job level c.4. awarding a qualification c.5. providing a statement of attainment c.6. confirming progress in competency acquisition/learning c.7. recognising prior learning or current competencies d. Type of evidence may include: <ul style="list-style-type: none"> d.1. direct d.2. indirect d.3. supplementary d.4. combination of the above e. Evidence might be interpreted using a range of reference frames including: <ul style="list-style-type: none"> e.1. criterion referenced frames e.2. linkages of evidence to competency standards e.3. prediction of workplace performance f. Appropriateness of evidence types includes: <ul style="list-style-type: none"> f.1. cost effectiveness f.2. practicability f.3. communication skills of person(s) being assessed f.4. assessment experience and special needs of person(s) being assessed

Range Of Variables (continued)

DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>g. Components of competency include:</p> <ul style="list-style-type: none"> g.1. task skills g.2. task management skills g.3. contingency management skills g.4. job/role environment skills g.5. transfer and application of skills and knowledge to new contexts <p>h. The assessment system may be developed (and endorsed) by:</p> <ul style="list-style-type: none"> h.1. the industry h.2. the enterprise h.3. the Registered Training Organisation h.4. a combination of the above <p>i. The assessment system should specify the following:</p> <ul style="list-style-type: none"> i.1. the purpose of assessment i.2. competencies required of assessors i.3. record keeping procedures and policies i.4. any allowable adjustments to the assessment method which are to be made for the person being assessed who has special needs i.5. the appeal/review mechanisms and procedures i.6. the review and evaluation of the assessment process i.7. the linkages between assessment and training qualifications/awards, employee classification, remuneration, progression i.8. relevant policies i.9. quality assurance mechanisms i.10. apportionment of costs/fees (if applicable) i.11. marketing/promotion of assessment i.12. verification arrangements i.13. auspicing and/or partnership arrangements, if applicable <p>j. Allowable adjustment to assessment tools include:</p> <ul style="list-style-type: none"> j.1. provision of support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe) j.2. use of special equipment (e.g. word processor or lifting gear) j.3. adaptive technology j.4. shorter assessment to allow for fatigue or medication j.5. use of large print version of any papers <p>k. Assessment methods may include combinations of:</p> <ul style="list-style-type: none"> k.1. direct observation of performance or product k.2. practical tasks k.3. projects k.4. written/oral/computer-based questioning k.5. simulation exercise(s) k.6. consideration of third party reports and self and peer assessment k.7. authenticated prior achievements <p>l. Operational constraints may include:</p> <ul style="list-style-type: none"> l.1. time available for assessment l.2. relative cost of evidence gathering strategies l.3. availability of assessors l.4. availability of experts in the vocational area to be assessed l.5. availability of person(s) being assessed because of matters such as rosters, shift work l.6. geographical location of person(s) being assessed

Range Of Variables (continued)

DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. training and assessment policy and procedures manuals a.2. procedures for the development of assessment tools a.3. induction documentation a.4. competency standards, and related assessment and training materials a.5. relevant legislative and regulatory requirements a.6. award, enterprise bargaining agreement, other industrial arrangements a.7. standards and certification requirements a.8. quality assurance standards and procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Legislation, codes and national standards relevant to the workplace may include:</p> <ul style="list-style-type: none"> a.1. award and enterprise agreements and relevant industrial instruments a.2. relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination a.3. relevant industry codes of practice

DEVELOP ASSESSMENT TOOLS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. produce documentation in relation to: <ul style="list-style-type: none"> a.1.1. a plan for the development of the assessment tool(s) a.1.2. assessment tools and related instructions in final format–this should be a useable tool together with a set of instructions for assessors and the person being assessed a.1.3. a report on the piloting of the assessment tools including any changes proposed and made a.2. carry out the following processes: <ul style="list-style-type: none"> a.2.1. identifying the target group a.2.2. preparing the plan for the development of the assessment tools a.2.3. ensuring the assessment tools meet the components of competency for the target group a.2.4. validating the assessment tools a.2.5. incorporating the finalised assessment tools in assessment procedure(s)
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant legislation from all levels of government that affects business operation, especially in regard to occupational health and safety and environmental issues, equal opportunity, industrial relations and anti-discrimination b. Knowledge of relevant Training Packages, competency or other standards c. Knowledge of different methodology for developing assessment tools d. Compliance requirements for copyright and other regulatory requirements e. Ability to: <ul style="list-style-type: none"> e.1. apply evaluation methodology particularly in relation to trialing assessment tools e.2. plan own work including predicting consequences and identifying improvements e.3. use appropriate language, literacy and numeracy skills required to collect and interpret relevant information and communicate with stakeholders and appropriate personnel e.4. apply relevant workplace policies and procedures and any related legislation or regulatory requirements e.5. use communication skills appropriate to the culture of the workplace and the individual(s) e.6. relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop assessment tools, and/or a.2. develop assessment tools in an appropriate range of workplace contexts

Evidence Guide (continued)

DEVELOP ASSESSMENT TOOLS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. carrying out the required assessment tool development processes a.2. producing the required documentation a.3. producing assessment tool(s) for the specific assessment context <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. legislative and regulatory requirements b.2. workplace procedures and work instructions related to the development of assessment tools b.3. relevant guidelines relating to the use of any required equipment used in the assessment process b.4. housekeeping procedures b.5. environmental protection procedures <p>c. Action is taken promptly to respond to and/or report any problems in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation <p>b. Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement</p> <p>c. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package</p> <p>d. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment</p> <p>e. Assessment should reinforce the integration of the key competencies and the Business Services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge to follow security procedures in accordance with workplace requirements, including checking seals on containers or packages, taking appropriate action to reseal or dispose of packages and empty containers, securing pillage and high value goods, recording delivery of cargo, and dealing with and writing reports on security incidents and/or emergencies.

ELEMENT	PERFORMANCE CRITERIA
1. Check seals on containers or packages	<ul style="list-style-type: none"> a. Seals are checked to ensure that they are intact prior to commencement of unstuffing or unpacking operations b. Damaged seals are reported in accordance with workplace operational procedures and statutory authority regulations
2. Take action to reseal or dispose of packages and empty containers	<ul style="list-style-type: none"> a. Completion of unpacking/unstuffing operations is in accordance with workplace procedures and regulatory requirements b. Entry/exit to or from work area is checked and recorded c. Personnel and/or vehicles are checked in accordance with site operational procedures and statutory authority regulations to prevent unlawful entry into secured area and/or to prevent unlawful removal of goods (and cargo) d. Entry/exit is recorded in accordance with site operational procedures
3. Secure pillage and high value goods	<ul style="list-style-type: none"> a. Pillageable and high value goods are secured within specified location in accordance with workplace operational procedures and statutory authority regulations in accordance with workplace security procedures b. Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace procedures
4. Record delivery of cargo	<ul style="list-style-type: none"> a. Delivery of cargo from depot is recorded in accordance with workplace documentation procedures
5. Deal with and write reports on security incidents/emergencies	<ul style="list-style-type: none"> a. Security incidents/emergencies are dealt with following statutory authority regulations and site operational procedures b. Written reports of incidents/emergencies communicate intended message in accordance with workplace requirements

Range Of Variables

FOLLOW SECURITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning security procedures during transfer of cargo/freight b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to ensure that appropriate security procedures are followed when transferring cargo as part of work activities in the stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Security procedures for high value goods may include: <ul style="list-style-type: none"> e.1. marks/numbers identified and recorded e.2. goods to be secured are tallied e.3. storage location matches product characteristics including fire risks, weather damage or requirements of workplace e.4. shortages and damage are reported f. Recording procedures for the delivery of cargo may include: <ul style="list-style-type: none"> f.1. carrier and vehicle registration f.2. cargo, including marks/numbers f.3. cargo documentation f.4. number of pallets f.5. gate pass and time of exit g. Documentation may include: <ul style="list-style-type: none"> g.1. export receival advice g.2. customs clearance g.3. gate pass/VMO clearance h. Authorised personnel seeking entry to terminal/wharf may include: <ul style="list-style-type: none"> h.1. carriers h.2. customs h.3. officers of the Australian Quarantine and Inspection Service h.4. port authority h.5. shipping agents h.6. stevedoring employees h.7. ships crew h.8. union representatives h.9. contractors i. Containers/cargo identified by marks, numbers and quantities j. Reports may be verbal and/or written

Range Of Variables (continued)

FOLLOW SECURITY PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Hazards in the work area may include exposure to:</p> <ul style="list-style-type: none"> k.1. chemicals k.2. dangerous or hazardous substances k.3. movements of equipment, goods, materials and vehicular traffic <p>l. Personal protection equipment may include:</p> <ul style="list-style-type: none"> l.1. gloves l.2. safety headwear and footwear l.3. safety glasses l.4. two-way radios l.5. protective clothing l.6. high visibility clothing <p>m. Communication in the work area may include:</p> <ul style="list-style-type: none"> m.1. phone m.2. fax m.3. email m.4. electronic data transfer (EDI) m.5. RF systems m.6. radio m.7. oral, aural or signed communications <p>n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> n.1. company procedures n.2. enterprise procedures n.3. organisational procedures n.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. goods identification numbers and codes a.2. manifests, bar codes, and container identification/serial number a.3. Australian and international codes of practice and regulations relevant to the secure transfer of cargo a.4. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances a.5. operations manuals, job specifications and induction documentation a.6. manufacturer's specifications for equipment a.7. workplace procedures and policies a.8. supplier and/or client instructions a.9. dangerous goods declarations and material safety data sheets (where applicable) a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant Australian standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures

Range Of Variables (continued)

FOLLOW SECURITY PROCEDURES

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations for the transfer of cargo/freighta.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. licence, patent or copyright arrangementsa.4. water and road use and licence arrangementsa.5. export/import/quarantine/bond requirementsa.6. marine ordersa.7. relevant State/Territory OHS and environmental protection legislationa.8. workplace relations regulationsa.9. workers compensation regulations

FOLLOW SECURITY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check seals on containers or packages a.2. take actions to reseal or dispose of packages and empty containers a.3. secure pillage and high value goods a.4. record delivery of cargo a.5. deal with and write reports on security incidents/emergencies a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and/or oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the security arrangements during the transfer of cargo/freight b. Relevant OHS and environmental protection procedures and guidelines c. Workplace security procedures and policies when transferring cargo/freight d. Focus of operation of work systems, equipment, management and site operating systems for the secure transfer of cargo/freight e. Security problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve/avoid the problems f. Site layout and operating procedures g. Types of hazardous cargo and special handling procedures h. The marking and numbering systems for cargo i. Relevant bond, quarantine or other legislative requirements j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo/freight j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to the secure transfer of cargo/freight j.4. identify cargo, container and goods, coding, ADG/IMDG markings and where applicable emergency information panels j.5. receive, acknowledge and send messages with available communications equipment
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to follow security procedures, and/or a.2. follow security procedures during the transfer of cargo/freight in an appropriate range of operational workplace situations

Evidence Guide (continued)

FOLLOW SECURITY PROCEDURES

5.	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. checking seals on containers or packages a.2. taking action to reseal or dispose of packages and empty containers a.3. securing pillage and high value goods a.4. recording delivery of cargo a.5. dealing with and writing reports on security incidents/emergencies a.6. locating, interpreting and applying relevant information a.7. providing customer/client service and working effectively with others a.8. conveying information in written and/or oral form a.9. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements pertaining to security arrangements during the transfer of cargo b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) b.3. workplace security procedures and instructions b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report any accidents, emergencies or security incidents in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to undertake emergency action to a potential security threat, including selecting emergency actions to be applied, maintaining communications, and reporting the incident in accordance with established procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Select emergency actions to be applied	<ul style="list-style-type: none"> a. Threats or potential threats are recognised b. Where able, agency/branch/base and/or police are alerted to potential security threat with all relevant details and requests for supportive action being detailed c. Range of emergency actions are identified and analysed d. Security threat and appropriate emergency plans are matched e. Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, members of the public and the consignment f. Emergency actions are modified consistent with changes within the emergency environment
2. Maintain communications	<ul style="list-style-type: none"> a. Communication is maintained with agency/branch/base and relevant agencies/personnel in accordance with enterprise and emergency procedures b. Information is conveyed in a clear, concise and accurate manner
3. Report incident	<ul style="list-style-type: none"> a. Reporting arrangements are completed according to enterprise procedures b. Police or other emergency services are provided with reports as required

Range Of Variables

UNDERTAKE EMERGENCY RESPONSE ACTION TO A SECURITY THREAT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant sections of the regulations of the relevant State/Territory authorities concerned with the secure delivery of valuables, secured products, documents and materials b. Work is performed under general or limited supervision c. Work involves the application of the basic security principles, routine procedures and regulatory requirements to undertake appropriate emergency response action to a security threat
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Hazards may include: <ul style="list-style-type: none"> c.1. vehicular and pedestrian traffic c.2. firearm handling c.3. persons with felonious intent c.4. uneven ground, steps, road surfaces c.5. dust and vapours c.6. hazardous or dangerous materials c.7. humidity, air temperature d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. private security personnel d.3. public sector security personnel d.4. police d.5. security consultants d.6. other employees and supervisors d.7. management d.8. other professional or technical staff e. Incidents may include actual or potential breaches of security arrangements f. Emergency actions are undertaken within workplace policy and procedures g. Communication may include: <ul style="list-style-type: none"> g.1. mobile and fixed phones g.2. radio g.3. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. firearms i.4. two-way radios

Range Of Variables (continued)

UNDERTAKE EMERGENCY RESPONSE ACTION TO A SECURITY THREAT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. relevant manufacturer's specifications a.4. competency standards and training materials a.5. supplier and/or client instructions a.6. material safety data sheets a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. licensing and permits for firearms and security occupations a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory firearms legislation a.5. State/Territory OHS regulations and legislation, including manual handling regulations a.6. licensing requirements for driving and carrying particular classes of goods a.7. relevant State/Territory road rules and traffic acts

UNDERTAKE EMERGENCY RESPONSE ACTION TO A SECURITY THREAT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> a.1. select appropriate means to maintain security of consignment within requirements for safe handling and protection of goods, vehicle, personnel and the public a.2. identify potential hazards associated with the goods being transported a.3. select emergency actions to be applied in response to an identified security threat a.4. maintain communications during a security incident a.5. report security incident a.6. handle and use firearms in accordance with regulations a.7. locate, interpret and apply relevant information a.8. maintain workplace records and documentation a.9. use safety precautions appropriate to the task a.10. apply hierarchy of control
2. Interdependent assessment of units	<ul style="list-style-type: none"> a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function
3. Required knowledge and skills	<ul style="list-style-type: none"> a. Relevant State/Territory permit and licence regulations and requirements b. Relevant OHS and procedures and guidelines c. Risks/hazards when transferring cash-in-transit and related precautions to control security threats d. Operational procedures for identification of security threats and undertaking emergency response e. Contingency planning relating to managing and controlling security threats f. Requirements for approved work procedures and relevant equipment g. Housekeeping standards procedures required in the workplace h. Ability to identify and correctly use equipment, processes and procedures i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to safely use correct manual handling techniques
4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake emergency response action to a security threat, and/or a.2. undertake emergency response action in an appropriate range of security threat situations

UNDERTAKE EMERGENCY RESPONSE ACTION TO A SECURITY THREAT

- 5.
- a. Applies underpinning knowledge and skills when:
 - a.1. selecting appropriate means to maintain security of consignment within requirements for safe handling and protection of goods, vehicle, personnel and the public
 - a.2. identifying potential hazards associated with the goods being transported
 - a.3. selecting emergency actions to be applied in response to an identified security threat
 - a.4. maintaining communications during a security incident
 - a.5. reporting a security incident
 - a.6. handling and using firearms in accordance with regulations
 - a.7. locating, interpreting and applying relevant information
 - a.8. maintaining workplace records and documentation
 - a.9. using safety precautions appropriate to the task
 - a.10. applying hierarchy of control
 - b. Shows evidence of application of relevant workplace procedures including:
 - b.1. establishing effective working relationships with colleagues
 - b.2. maintaining confidentiality of customers, workplace operations, equipment and materials carried
 - b.3. applying codes of practice, hazard policies and procedures
 - b.4. following procedures and work instructions when responding to a security threat
 - b.5. following guidelines relating to the safe use of equipment
 - b.6. applying quality assurance procedures (where existing)
 - b.7. following security procedures
 - c. Action is taken promptly to report any security incidents in accordance with regulations and workplace procedures
 - d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
-
6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	1	1	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to administer the security of assets and facilities in the transport and distribution industry, including assessing asset security requirements, developing and implementing asset security programs, and monitoring and evaluating asset security programs.

ELEMENT	PERFORMANCE CRITERIA
1. Assess security requirements	<ul style="list-style-type: none"> a. Adequacy of insurance cover is determined b. Adequacy of physical protection over assets and facilities is determined c. Methods to improve security requirements are assessed and recommended d. Breakdowns/breaches of security are recorded and reported
2. Develop and implement security programs	<ul style="list-style-type: none"> a. Staff are consulted regularly regarding security programs b. Improvements to security procedures are documented, trialed, refined and implemented c. Input is given to assist in the preparation of coronial reports and enquires d. Statements are gathered and reports prepared which assist in the issuance of summonses
3. Monitor and evaluate security programs	<ul style="list-style-type: none"> a. Reports and statements produced where security has broken down or has been breached, are analysed and conclusions documented b. Security procedures are regularly monitored to ensure their implementation c. Testing and evaluation of security systems regularly occurs to ensure operational effectiveness

Range Of Variables

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations of the relevant State/Territory authorities related to the administration of assets and facilities in the transport and distribution industry b. Work is performed under some supervision, generally within a team environment c. Work involves the application of routine procedures and regulatory requirements to the administration of assets and facilities in the transport and distribution industry
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Equipment may include: <ul style="list-style-type: none"> c.1. insurance notes and information c.2. organisation security procedures c.3. documentation of physical protection facilities c.4. security programs d. Coding identification of assets may include: <ul style="list-style-type: none"> d.1. stocktakes d.2. assets register (coded and labelled) d.3. monitoring insurance requirements e. Regular insurance assessments may include: <ul style="list-style-type: none"> e.1. conditions of insurance e.2. insurance assessment of premises e.3. monitoring insurance requirements f. Work organisation procedures and practices may include: <ul style="list-style-type: none"> f.1. financial/administrative procedures f.2. security procedures g. Consultative processes may involve: <ul style="list-style-type: none"> g.1. private and public sector security personnel g.2. police g.3. security consultants g.4. other employees and supervisors g.5. management h. Communication in the work area may include: <ul style="list-style-type: none"> h.1. mobile and fixed phones h.2. radio h.3. oral, aural or signed communications i. Consultative processes may involve: <ul style="list-style-type: none"> i.1. private and public sector security personnel i.2. police i.3. security consultants i.4. other employees and supervisors i.5. management

Range Of Variables (continued)

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>j. Communication in the work area may include:</p> <ul style="list-style-type: none"> j.1. mobile and fixed phones j.2. radio j.3. oral, aural or signed communications <p>k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. workplace procedures k.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures, regulations, guidelines practices and policies a.2. organisation security reports a.3. coronial reports and enquiries a.4. event statements a.5. summonses a.6. assets register a.7. organisation insurance requirements a.8. relevant manufacturer's specifications and guidelines a.9. codes of practice and regulations concerning transport and distribution assets a.10. job specifications a.11. competency standards and training materials a.12. award, enterprise bargaining agreement, other industrial arrangements a.13. standards and certification requirements a.14. quality assurance procedures a.15. emergency response procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. State/Territory OHS regulations and legislation concerning transport and distribution assets a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory insurance legislation a.4. relevant State/Territory legislation relevant to asset security

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. assess asset security requirements a.2. develop and implement asset security programs a.3. monitor and evaluate asset security programs a.4. locate, interpret and apply relevant information a.5. work effectively with others a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and requirements pertaining to the administration of assets and facilities in the transport and distribution industry b. Relevant OHS and environmental protection procedures and guidelines c. Risks/hazards when administering assets and facilities and related precautions to control the risk d. Knowledge of workplace's operational information as it relates to administration of assets and facilities, including: <ul style="list-style-type: none"> d.1. relevant operational procedures for accessing, storing, using and securing resources d.2. stock handling procedure d.3. basic financial procedures d.4. relevant operational procedures relating to security of assets and facilities d.5. types and levels of insurance cover d.6. risk management policies d.7. reporting procedures d.8. corporate organisation chart d.9. staff roles, responsibilities and reporting lines d.10. basic legal rights and responsibilities e. Skills required to administer assets and facilities, including: <ul style="list-style-type: none"> e.1. report writing skills e.2. written and oral communication skills e.3. consultation skills e.4. questioning and listening skills e.5. interpretation and analysis skills e.6. data gathering, collation and presentation skills e.7. auditing skills e.8. record keeping skills e.9. negotiation skills e.10. ability to identify and correctly use equipment, processes and procedures e.11. ability to modify activities depending on differing workplace contexts, risk situations and environments

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to administer the security of assets and facilities, and/or a.2. administer the security of assets and facilities in an appropriate range of transport and distribution environments
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. assessing asset security requirements a.2. developing and implementing asset security programs a.3. monitoring and evaluating asset security programs a.4. locating, interpreting and applying relevant information a.5. working effectively with others a.6. maintaining workplace records a.7. selecting and using appropriate workplace colloquial and technical language and communication technologies in the workplace context a.8. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant government regulations, policies, procedures and standards b.2. relevant OHS and environmental protection regulations and procedures b.3. establishing effective working relationships with colleagues and other security personnel b.4. applying codes of practice, hazard policies and procedures b.5. following procedures and instructions b.6. following guidelines relating to the safe use of equipment b.7. applying quality assurance procedures (where existing) c. Action is taken promptly to report and/or attend to asset security problems in accordance with regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others. f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Evidence Guide (continued)

ADMINISTER THE SECURITY OF ASSETS AND FACILITIES

- 6.
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to apply and monitor security procedures in workplaces in the postal, warehousing, stevedoring, transport, distribution and allied industries in accordance with workplace and regulatory requirements. This includes checking and monitoring personnel and goods entering the worksite, carrying out surveillance of work areas, dealing with security incidents and emergencies, and completing required reports and surveillance documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Check and monitor personnel and goods entering the existing worksite	<ul style="list-style-type: none"> a. The entry and/or exit of personnel and vehicles are checked in accordance with workplace operational procedures and statutory authority regulations to prevent improper entry or unlawful removal of goods and cargo b. Potential breaches of security which may cause goods to be at risk are observed and reported promptly to designated personnel in accordance with workplace procedures
2. Carry out surveillance of work areas	<ul style="list-style-type: none"> a. Surveillance of work areas is in accordance with workplace procedures and regulatory requirements b. Breaches of security are identified and action is initiated and/or the incident reported in accordance with workplace procedures and regulatory requirements
3. Deal and write reports on security incidents emergencies	<ul style="list-style-type: none"> a. Security incidents/emergencies are dealt with in accordance with regulations and site operational procedures b. Appropriate police/security/emergency services are contacted, if required, in accordance with workplace procedures c. Written reports of incidents/emergencies communicate intended message in accordance with workplace requirements
4. Complete required documentation	<ul style="list-style-type: none"> a. Surveillance documentation and reports are completed and files despatched in accordance with workplace procedures and regulatory requirements

Range Of Variables

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the regulations and workplace requirements pertaining to the security procedures in the workplace b. Work is performed under some supervision, generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to security operations as part of work activities in the postal, warehousing, stevedoring, transport, distribution and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Workplaces may comprise large, medium or small worksites c. Customers may be internal or external d. Work may be conducted in: <ul style="list-style-type: none"> d.1. limited or restricted spaces d.2. exposed conditions d.3. controlled or open environments e. Hazards may include: <ul style="list-style-type: none"> e.1. vehicular traffic and pedestrians e.2. dust and vapours e.3. chemicals and hazardous or other dangerous materials e.4. humidity, air temperature e.5. lighting conditions e.6. movements of equipment, goods, and materials e.7. noise f. Security procedures for high value goods may include: <ul style="list-style-type: none"> f.1. identification codes/marks/numbers identified and recorded f.2. goods to be secured are tallied f.3. storage location matches product characteristics including fire risks, weather damage or requirements workplace f.4. reporting of shortages and damage g. Recording procedures for the receipt/delivery of cargo/freight/mail etc. may include: <ul style="list-style-type: none"> g.1. carrier and vehicle registration g.2. cargo/freight/mail, including marks/numbers/identification codes g.3. cargo/freight/mail documentation g.4. number of pallets g.5. gate pass and time of exit h. Documentation may include: <ul style="list-style-type: none"> h.1. export receipt advice h.2. customs clearance h.3. gate pass/VMO clearance

Range Of Variables (continued)

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Depending on workplace context, authorised personnel seeking entry to terminal/wharf/workplace may include: <ul style="list-style-type: none"> i.1. carriers i.2. customs i.3. officers of the Australian Quarantine and Inspection Service i.4. port authority i.5. shipping agents i.6. employees of related industries i.7. work crews i.8. union representatives i.9. contractors i.10. site visitors i.11. contractors i.12. official representatives j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. protective clothing j.6. high visibility clothing k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. fax k.3. email k.4. electronic data transfer (EDI) k.5. RF systems k.6. radio k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established procedures m. Surveillance areas may include: <ul style="list-style-type: none"> m.1. buildings, gates and perimeter fence m.2. personnel and property are authorised to be in a secured area m.3. customers, visitors and contractors are safe m.4. monies, premises and equipment are secure

Range Of Variables (continued)

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace policies, operating procedures and practices a.2. goods identification numbers and codes a.3. manifests, consignment notes, bar codes, and container identification/serial number a.4. Australian and international codes of practice and regulations relevant to the secure transfer of cargo/freight/mail/parcels including ADG Code a.5. dangerous goods declarations and material safety data sheets (where applicable) a.6. quality assurance procedures a.7. induction documentation a.8. competency standards and training materials a.9. job specifications and procedures a.10. award, enterprise bargaining agreement or other industrial arrangements a.11. codes of practice, including national standards for manual handling and the industry safety code a.12. supplier and or/client instructions' a.13. HAZCHEM chart/MSDS a.14. safety observation feedback program a.15. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations for the transfer of cargo/freight/mail a.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> a.2.1. Australian and International Dangerous Goods Codes a.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Code a.2.3. IATA's 'Dangerous Goods by Air' regulations a.2.4. Australian and International Explosives Codes a.3. licence, patent or copyright arrangements a.4. water and road use and licence arrangements a.5. export/import/quarantine/bond requirements a.6. marine orders a.7. relevant State/Territory OHS and environmental protection legislation a.8. workplace relations regulations a.9. workers compensation regulations a.10. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. check seals on containers or packages a.2. take actions to reseal or dispose of packages and empty containers a.3. secure pillage and high value cargo/freight/mail a.4. record delivery of cargo/freight/mail a.5. deal with verbal and written reports on security incidents/emergencies a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others a.8. convey information in written and oral form a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to the security arrangements during the transfer of cargo/freight/mail b. Relevant OHS and environmental protection procedures and guidelines c. Workplace security procedures and policies when transferring cargo/freight/mail d. Focus of operation of work systems, equipment, management and site operating systems for the secure transfer of cargo/freight/mail e. Security problems that may occur when transferring cargo/freight/mail and appropriate action that can be taken to resolve/avoid the problems f. Site layout and operating procedures g. Types of hazardous cargo and special handling procedures h. The marking and numbering systems for cargo/freight/mail i. Relevant bond, quarantine or other legislative requirements j. Ability to: <ul style="list-style-type: none"> j.1. identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo/freight/mail j.2. modify activities depending on differing workplace contexts, risk situations and environments j.3. read and interpret instructions, procedures and labels relevant to the secure transfer of cargo/freight/mail j.4. identify cargo, container and goods, coding, ADG/IMDG markings and, where applicable, emergency information panels j.5. receive, acknowledge and send messages with available communications equipment j.6. plan own work including predicting consequences and identifying improvements.

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply and monitor workplace security procedures, and/or a.2. apply and monitor workplace security procedures in an appropriate range of operational workplace situations
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. establishing effective working relationships with colleagues a.2. following security requirements for workplace activities a.3. maintaining confidentiality of customers, clients and materials carried a.4. modifying work practises to cater for variations in workplace contexts and environments in accordance with workplace parcels and mail guidelines a.5. maintaining workplace records b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements pertaining to mail operations b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) b.3. workplace procedures and instructions b.4. OHS policies and procedures b.5. issue resolution procedures b.6. obtaining assistance from other team members when required b.7. relevant guidelines relating to the safe use of equipment b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures c. Action is taken promptly to report any accidents, emergencies or operational problems in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to mail, parcels, equipment or personnel

APPLY AND MONITOR WORKPLACE SECURITY PROCEDURES

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to develop plans to meet customer and organisation needs, including contributing to strategic planning, analysing market needs, contributing to business documentation, and communicating on planning matters with other members of the organisation.

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to strategic planning	a. A contribution is made to a shared vision and values for the workplace by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives b. A contribution is made to strategic planning by assisting in the investigation of the business environment of the workplace
2. Analyse market needs	a. Customer needs are researched and the outcomes analysed and interpreted to establish business options and opportunities b. Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace's market focus in suitable directions
3. Contribute to business documentation	a. Contributions are made to the preparation of the workplace's business plans/budgets b. All workplace insurance needs are identified and suitable cover taken out
4. Communicate to other members of the organisation	a. The outcomes of the planning process are communicated to appropriate persons in the organisation and feedback mechanisms used to ensure continuous improvement of the planning process and outcomes

Range Of Variables

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in developing plans to meet customer and organisation needs b. Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves responsibility for the development of work plans and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Plans may include: <ul style="list-style-type: none"> d.1. operational plans d.2. marketing plans d.3. financial plans e. Consultative processes may involve: <ul style="list-style-type: none"> e.1. other employees and supervisors e.2. customers and suppliers e.3. management and union representatives e.4. industrial relations and OHS specialists e.5. other professional or technical staff, contractors and maintenance personnel f. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> f.1. company plans/procedures f.2. enterprise plans/procedures f.3. organisational plans/procedures f.4. established plans/procedures

Range Of Variables (continued)

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. procedures for the development of workplace plans and budgets a.2. customer/client instructions and assessed requirements a.3. legislation, regulations and related documentation relevant to business operations a.4. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.5. insurance requirements a.6. relevant agreements, codes of practice including the National Standards for Services and Operations a.7. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.8. reports of accidents and incidents within regulatory requirements and workplace procedures a.9. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.10. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements a.8. taxation and trading regulations relevant to business operations a.9. relevant insurance regulations

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. contribute to strategic planning a.2. analyse market needs a.3. contribute to business documentation a.4. communicate with customers and other members of the organisation a.5. apply techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.6. locate, interpret and apply relevant information a.7. respond to customer/client service needs a.8. work effectively with others on planning activities
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the development of plans to meet customer and organisation needs, including: <ul style="list-style-type: none"> c.1. procedures for strategic planning c.2. procedures for tactical planning c.3. procedures for quality improvement of services/operations/products d. Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality e. Insurance requirements relevant to business operations f. Focus of operation of business planning systems and resources g. Resource availability including the processing capacity of equipment and software systems for planning activities h. Typical problems that can occur when developing plans to meet customer and organisation needs and related appropriate action that can be taken i. Ability to survey and assess organisation and customer requirements j. Ability to negotiate and work effectively with others k. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to"</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop a workplace plan to meet customer and organisation needs, and/or a.2. develop plans to meet customer and organisation needs in an appropriate range of operational contexts

DEVELOP PLANS TO MEET CUSTOMER AND ORGANISATION NEEDS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. contributing to strategic planning a.2. analysing market needs a.3. contributing to business documentation a.4. communicating with customers and other members of the organisation a.5. applying techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.6. locating, interpreting and applying relevant information a.7. responding to customer/client service needs a.8. working effectively with others on planning activities <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the development of plans to meet customer and organisation needs b.4. relevant guidelines relating to the procurement and use of equipment and services b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning the development of plans in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	3	1	3	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to facilitate and capitalise on change and innovation in the workplace, including participating in planning for the introduction of change, developing creative and flexible approaches to solutions to change-related problems, and managing emerging challenges and opportunities in the workplace.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Participate in planning the introduction of change</p>	<ul style="list-style-type: none"> a. Opportunities are taken to respond to the changing needs of customers and the organisation b. Effective contributions are made to the organisation's planning processes to introduce change c. Plans to introduce change are made in consultation with affected individuals/groups d. The organisation's objectives and plans to introduce change are explained clearly to individuals/teams
<p>2. Develop creative and flexible approaches to solutions</p>	<ul style="list-style-type: none"> a. Alternative approaches to managing workplace issues and problems are identified and analysed b. Risks are assessed and action is taken to achieve a recognised benefit or advantage to the organisation c. The workplace is managed in a way that promotes the development of innovative approaches and outcomes d. Creative and responsive approaches to resource management improves productivity and/or reduces costs in a competitive environment
<p>3. Manage emerging challenges and opportunities</p>	<ul style="list-style-type: none"> a. Individuals/teams respond effectively and efficiently to changes in the organisation's goals, plans and priorities b. Coaching and mentoring assists individuals/teams develop competencies to handle change efficiently and effectively c. Individuals/teams are kept informed of progress in the implementation of change d. Recommendations for improving the methods/techniques to manage change are negotiated with designated persons/groups

Range Of Variables

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in facilitating and capitalising on change and innovation in the workplace b. Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to support the development of changes to work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it d. Work involves responsibility for facilitating change in the workplace and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Change may include: <ul style="list-style-type: none"> c.1. new management c.2. new work practices c.3. new products or services c.4. changes in work locations c.5. changes in work structures c.6. new quality systems c.7. new training programs d. Learning methods may include: <ul style="list-style-type: none"> d.1. mentoring d.2. coaching d.3. exchange/rotation d.4. action learning d.5. shadowing d.6. structured training programs e. Relevant regulations/legislation may be related to: <ul style="list-style-type: none"> e.1. contract disputation e.2. confidentiality e.3. goods regulatory requirements e.4. probity f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. customers and suppliers f.4. management and union representatives f.5. industrial relations and OHS specialists f.6. other professional or technical staff, contractors and maintenance personnel

Range Of Variables (continued)

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

VARIABLE	SCOPE
2 Worksite environment (continued)	g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures
3. Sources of information/ documents	a. Information/documentation may include: <ul style="list-style-type: none"> a.1. procedures for the development of workplace plans and budgets a.2. customer/client instructions and assessed requirements a.3. legislation, regulations and related documentation relevant to business operations a.4. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.5. insurance requirements a.6. relevant agreements, codes of practice including the National Standards for Services and Operations a.7. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.8. reports of accidents and incidents within regulatory requirements and workplace procedures a.9. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.10. quality assurance procedures
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements a.8. taxation and trading regulations relevant to business operations a.9. relevant insurance regulations

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. participate in planning the introduction of changes and innovations in the workplace a.2. develop creative and flexible approaches and solutions to change-related issues and problems a.3. manage emerging challenges and opportunities for change and innovation a.4. communicate with customers and other members of the organisation a.5. apply techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.6. locate, interpret and apply relevant information a.7. respond to customer/client service needs a.8. work effectively with others on the introduction of changes and innovations in the workplace
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the facilitation and capitalisation of change in the workplace, including: <ul style="list-style-type: none"> c.1. risk management policies and procedures c.2. problem solving procedures c.3. strategic planning procedures c.4. quality improvement policies and procedures c.5. customer service policies and procedures d. Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality e. Focus of operation of business planning systems and resources f. Resource availability including the processing capacity of equipment and software systems for planning activities g. Typical problems that can occur when planning and facilitating the introduction of changes and innovations in the workplace and related appropriate action that can be taken h. Ability to survey and assess organisation and customer requirements for change and innovation i. Ability to negotiate and work effectively with others j. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to develop a workplace plan to facilitate and capitalise on change and innovation in the workplace, and/or a.2. facilitate and capitalise on change and innovation in an appropriate range of workplace contexts
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. participating in planning the introduction of changes and innovations in the workplace a.2. developing creative and flexible approaches and solutions to change-related issues and problems a.3. managing emerging challenges and opportunities for change and innovation a.4. communicating with customers and other members of the organisation a.5. applying techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.6. locating, interpreting and applying relevant information a.7. responding to customer/client service needs a.8. working effectively with others on the introduction of changes and innovations in the workplace b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the facilitation and capitalisation of change in the workplace b.4. relevant guidelines relating to the procurement and use of equipment and services b.5. issue resolution and grievance procedures b.6. environmental protection procedures c. Action is taken promptly to report and/or take appropriate action on any problems concerning the introduction of changes/innovations in accordance with workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

FACILITATE AND CAPITALISE ON CHANGE IN THE WORKPLACE

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	2	3	1	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to manage workplace information, including identifying and sourcing information needs; collecting, analysing and reporting information; using management information systems; contributing to the preparation of operational plans; and preparing resource proposals.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify and source information needs</p>	<p>a. The information needs of individuals/teams is determined and the potential sources of information are identified</p> <p>b. Information held by the organisation is reviewed to determine suitability and accessibility</p> <p>c. Arrangements are made to obtain information which is not available/accessible within the organisation</p>
<p>2. Collect, analyse and report information</p>	<p>a. Collection of information is timely and relevant to the needs of individuals/teams</p> <p>b. Information is in a format suitable for analysis, interpretation and dissemination</p> <p>c. Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired</p>
<p>3. Use management information systems</p>	<p>a. Management information systems are used effectively to store and retrieve data for decision making</p> <p>b. Technology available in the work area/organisation is used to manage information efficiently and effectively</p> <p>c. Recommendations for improving the information system are submitted to designated persons/groups</p>
<p>4. Contribute to the preparation of operational plans</p>	<p>a. Individuals/teams are involved in the preparation of operational plans in ways which use their contribution effectively and gains their support for the outcomes</p> <p>b. Operational plans are prepared and presented in accordance with the workplace's guidelines and requirements</p>
<p>5. Prepare resource proposals</p>	<p>a. Resource planning data is collected in consultation with colleagues, including those who have a specialist role in resource management</p> <p>b. Estimates of resource needs and utilisation reflects the workplace's business plans and customer and supplier requirements</p> <p>c. Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes</p>

Range Of Variables

MANAGE WORKPLACE INFORMATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves the use of discretion and judgement for self and others when managing workplace information systems b. Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the work area and to support the development of information systems and appropriate strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives by the work area and the individuals and teams within it d. Work involves responsibility for management of information processing and storage systems in the workplace and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium and small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer and supplier contact and related information coordination d. Information may be in print or electronic form and may include forms, letters, memos, operational data, faxes, manifests, inventories, orders, invoices, freight documentation and other documents, records and data required within warehousing, stevedoring, transport and distribution operations e. Communications systems may involve: <ul style="list-style-type: none"> e.1. telephone e.2. fax e.3. email e.4. electronic data transfer of information (EDI) e.5. mail f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. customers and suppliers f.4. management and union representatives f.5. industrial relations and OHS specialists f.6. other professional or technical staff, contractors and maintenance personnel g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> g.1. company procedures g.2. enterprise procedures g.3. organisational procedures g.4. established procedures

Range Of Variables (continued)

MANAGE WORKPLACE INFORMATION

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. workplace policies and procedures a.2. relevant contracts and agreements a.3. quality or enterprise work specifications and procedures a.4. manufacturer's specifications and/or supplier's advice, recommended procedures, policies and instructions a.5. guidelines relating to minimising risks to the environment and compliance with OHS requirements a.6. supplier and/or client instructions a.7. material safety data sheets a.8. relevant agreements and codes of practice a.9. legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection a.10. reports of accidents and incidents within regulatory requirements and enterprise procedures a.11. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.12. quality assurance procedures a.13. workplace agreements and awards a.14. workers compensation a.15. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

MANAGE WORKPLACE INFORMATION

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. collect, analyse and report on workplace information a.2. use management information systems a.3. contribute to the preparation of operational plans a.4. prepare financial information and resource proposals a.5. manage own work to achieve organisational goals and required results a.6. suggest improvements to management of information and negotiate changes to systems and approaches a.7. mediate and resolve issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it a.8. research, interpret and apply relevant information a.9. locate, interpret and apply relevant information a.10. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection responsibilities, policies and procedures c. Workplace protocols and procedures for the management of workplace information d. Workplace business policies and plans as they relate to financial reporting and information system management and improvement e. Focus of operation of recording, reporting and statistical analysis systems and resources f. Resource availability including the processing capacity of equipment and software systems for statistical analysis of data g. Typical problems that can occur with the management of workplace information and related appropriate action that can be taken h. Coaching and mentoring approaches to support team members to share knowledge and skills i. Ability to select and efficiently use information management systems and technologies j. Ability to select and appropriately apply technology, information systems and procedures to workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to manage a workplace information system, and/or a.2. manage workplace information systems in an appropriate range of operational contexts

MANAGE WORKPLACE INFORMATION

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. collecting, analysing and reporting on workplace information a.2. using management information systems a.3. contributing to the preparation of operational plans a.4. preparing financial information and resource proposals a.5. managing own work to achieve organisational goals and required results a.6. suggesting improvements to management of information and negotiating changes to systems and approaches a.7. mediating and resolving issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it a.8. researching, locating, interpreting and applying relevant information a.9. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes and Australian standards b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace policies, procedures and instructions related to the management of workplace information systems b.4. relevant guidelines relating to the use of equipment b.5. issue resolution and grievance procedures b.6. environmental protection policies and procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems with workplace information systems in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	2	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to conduct direct financial transactions as part of courier operations, including operating point of sale equipment, transacting sales, clearing register, and maintaining sales documents.

ELEMENT	PERFORMANCE CRITERIA
1. Operate point of sale equipment	<ul style="list-style-type: none"> a. Point of sale equipment is operated and maintained in line with manufacturer's specifications and workplace procedures b. Procedure for opening the sales equipment or register is followed c. Adequate change is maintained for use in transactions d. Sales equipment/register is closed off in accordance with workplace cash security procedures
2. Transact sale	<ul style="list-style-type: none"> a. Amount owing is calculated and customer advised b. In the case of cash transactions, amount tendered is checked and the correct change is calculated and given
3. Clear register	<ul style="list-style-type: none"> a. Sales equipment/register is cleared and cash transferred at required times in accordance with workplace policy b. Cheques, credit and other non-cash transactions are handled in accordance with workplace policy and procedures c. Due security is maintained when handling cash in accordance with workplace security procedures
4. Maintain sales documents	<ul style="list-style-type: none"> a. Records are completed for all transactions including 'refunds' and 'no sales' b. Adequate supplies of docket, vouchers and point of sale documents are maintained c. Debtor transactions are processed in line with workplace procedures

Range Of Variables

CONDUCT FINANCIAL TRANSACTIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with relevant codes and regulations concerned with the conduct of direct financial transactions during the collection and delivery of valuables, secured products, documents and materials b. Work is performed under general supervision c. Work involves the application of the basic financial transaction principles, routine procedures and regulatory requirements to conduct direct financial transactions as part of courier operations
2. Worksite environment	<ul style="list-style-type: none"> a. Operations may be conducted in a range of work environments and weather conditions by day or night b. Customers may be internal or external c. Hazards may include: <ul style="list-style-type: none"> c.1. vehicular and pedestrian traffic c.2. uneven ground, steps, road surfaces c.3. dust and vapours c.4. hazardous or dangerous materials c.5. humidity, air temperature and radiant heat c.6. light including UV c.7. noise d. Consultative processes may involve: <ul style="list-style-type: none"> d.1. clients d.2. other employees and supervisors d.3. union representatives d.4. industrial relations and OHS specialists d.5. management d.6. other professional or technical staff d.7. local government authorities e. Finance processing equipment may include: <ul style="list-style-type: none"> e.1. manual and electronic cash registers e.2. EFTPOS and credit card facilities e.3. smart card e.4. manual ticketing resources f. Financial transactions are undertaken within workplace policy and procedures g. Communication may include: <ul style="list-style-type: none"> g.1. mobile and fixed phones g.2. radio g.3. oral, aural or signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

CONDUCT FINANCIAL TRANSACTIONS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. firearms i.4. two-way radios
3. Sources of information/ documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies a.2. job specifications a.3. relevant manufacturer's specifications and instructions for the use of transaction equipment a.4. operations manuals a.5. induction documentation a.6. competency standards and training materials a.7. supplier and/or client instructions a.8. material safety data sheets a.9. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.10. award, enterprise bargaining agreement, other industrial arrangements a.11. relevant standards and certification requirements a.12. quality assurance procedures a.13. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. regulatory requirements for conducting financial transactions a.2. relevant Australian Standards and certification requirements a.3. relevant State/Territory privacy legislation a.4. relevant State/Territory OHS regulations and legislation a.5. licensing requirements for driving and carrying particular classes of goods a.6. relevant State/Territory road rules and traffic acts

CONDUCT FINANCIAL TRANSACTIONS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. conduct direct financial transactions with clients in the courier industry a.2. select and use appropriate mathematical processes when conducting transactions a.3. select and use appropriate aids for carrying out calculations, including calculators and computers a.4. operate point of sale equipment a.5. clear registers in accordance with established procedures a.6. communicate effectively in writing a.7. respond appropriately to telephone and verbal inquiries a.8. identify required credit clearances and transaction limits a.9. use appropriate communication strategies and equipment a.10. locate, interpret and apply relevant information a.11. maintain transaction records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant State/Territory regulations and requirements related to the conduct of transactions within courier operations b. Relevant OHS and procedures and guidelines c. Risks/hazards when carrying out transactions and related precautions to control security threats d. Operational procedures for the conduct of direct financial transactions with customers in the courier industry e. Contingency planning relating to managing and controlling security threats f. Implications of credit and financial institution codes of practice g. Requirements of courier work systems/operations and relevant equipment h. Ability to identify and correctly use transaction equipment, processes and procedures i. Ability to plan own work including predicting consequences and identifying improvements j. Ability to apply relevant agreements, codes of practice or other legislative requirements k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to safely use correct manual handling techniques
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to conduct financial transactions during courier operations, and/or a.2. conduct financial transactions in an appropriate range of courier operations

CONDUCT FINANCIAL TRANSACTIONS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. conducting direct financial transactions with clients a.2. selecting and using appropriate mathematical processes when conducting transactions a.3. selecting and using appropriate aids for carrying out calculations a.4. operating point of sale equipment a.5. clearing registers in accordance with established procedures a.6. communicating effectively in writing a.7. responding appropriately to telephone and verbal inquiries a.8. identifying required credit clearances and transaction limits a.9. using appropriate communication strategies and equipment a.10. locating, interpreting and applying relevant information a.11. maintaining transaction records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. establishing effective working relationships with clients and colleagues b.2. maintaining confidentiality of customers and workplace operations, and materials carried b.3. regulatory requirements and codes of practice related to the conduct of financial transactions in the courier industry b.4. workplace procedures and instructions for the conduct of direct financial transactions with customers in the courier industry b.5. following manufacturer's guidelines for the use of transaction equipment b.6. procedures for the resolution of issues and problems b.7. applying quality assurance procedures (where existing) b.8. following security procedures <p>c. Action is taken promptly to report any problems in the conduct of transactions in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to maintain financial records in a small business in the transport, warehousing, distribution and/or storage industries, including establishing system requirements, establishing the financial management system, and maintaining the financial reporting systems.

ELEMENT	PERFORMANCE CRITERIA
1. Establish system requirements	<ul style="list-style-type: none"> a. The output requirements of the financial system are established in accordance with business plans and statutory and regulatory obligations b. The system needs and statutory reporting requirements are identified
2. Establish financial management system	<ul style="list-style-type: none"> a. The financial administrative systems established match the identified requirements of the business b. Mechanisms for the review of terms of trade and fee structures are suited to the business's needs and meet industry standards c. Equipment and software needed for the operation of the financial administrative system is identified, acquired and installed in association with relevant accounting and technical staff d. Financial administration, reporting and the performance indicators to be provided by the system are in accordance with business's statutory obligations e. Financial administrative systems are implemented in accordance with planned processes and policies
3. Maintain financial reporting systems	<ul style="list-style-type: none"> a. Financial reports required to monitor business performance, to ensure accurate and timely information on working capital and cash flow, and to meet statutory obligations are accurately prepared to the prescribed format and at the required times b. Financial reports are distributed to the relevant personnel and organisations by the due dates c. Financial administration and reporting systems are evaluated against established performance indicators

Range Of Variables

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the maintenance of financial records b. Work is performed in either a team or autonomous working situation c. Work involves the application of routine accounting principles and procedures to maintain basic financial records in a small business
2. Worksite environment	<ul style="list-style-type: none"> a. Organisation may include small businesses or semi-autonomous cost centres in the transport, warehousing, transport and/or storage industries b. Customers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. relevant financial and taxation regulations c.2. communications and computing equipment c.3. hours of operation c.4. basic accounting software and documentation d. Financial records may include: <ul style="list-style-type: none"> d.1. invoices d.2. computer spreadsheets d.3. ledgers d.4. wage sheets d.5. tax information e. Financial operations may include: <ul style="list-style-type: none"> e.1. compilation and use of cash receipts and cash payments journals e.2. basic preparation, interpretation and analysis of financial reports e.3. recording and balancing of petty cash transactions for financial records e.4. completion of tax reconciliations and documentation e.5. development and use of debtors and creditors records systems e.6. completion of tax documentation and requirements e.7. reconciliation of bank statements with cash records f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. banking institutions f.3. Australian Taxation Office representatives f.4. suppliers and clients f.5. relevant authorities f.6. other agencies f.7. management f.8. other office or technical staff g. Communications systems may involve: <ul style="list-style-type: none"> g.1. telephone g.2. fax g.3. email g.4. mail

Range of Variables (continued)

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. workplace procedures h.3. organisational procedures h.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Documentation/records may include: <ul style="list-style-type: none"> a.1. workplace financial operating procedures and policies a.2. financial and taxation regulations and requirements a.3. invoices, receipts and other financial documentation a.4. journals and ledgers a.5. operations manuals, job specifications and procedures and induction documentation a.6. manufacturer's instructions for the use of calculators, computers and other equipment used in financial operations a.7. relevant Australian and international standards, criteria and certification requirements a.8. competency standards and training materials a.9. supplier and/or client instructions a.10. relevant OHS procedures a.11. quality assurance procedures a.12. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. Australian and State/Territory financial regulations, codes and procedures a.2. Australian and international standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. Australian taxation regulations and requirements relevant to small businesses

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. establish financial system requirements a.2. establish financial management system a.3. maintain financial reporting systems a.4. liaise with clients, banking institutions, line managers and the like a.5. follow procedures for the maintenance of financial records in a small business a.6. select and use appropriate equipment and work systems a.7. use appropriate communication strategies and equipment a.8. maintain workplace financial records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant agreements, codes of practice and legislative requirements pertaining to the maintenance of financial records in a small business or cost centre b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the maintenance of financial records in a small business or cost centre, including: <ul style="list-style-type: none"> c.1. compilation and use of cash receipts and cash payments journals c.2. basic preparation, interpretation and analysis of financial reports c.3. recording and balancing of petty cash transactions for financial records c.4. completion of tax reconciliations and documentation c.5. development and use of debtors and creditors records systems c.6. completion of tax documentation and requirements c.7. reconciliation of bank statements with cash records d. Contacts and sources of information/documentation needed when maintaining financial records in a small business or cost centre e. Customer service policies and procedures f. Documentation requirements of banking institutions, governments and clients g. Accounting and auditing processes h. Financial control procedures i. Debt control processes j. Ability to identify, read and interpret the various types of financial documentation and their appropriate usage k. Ability to read and interpret instructions and procedures for the use of calculation and computer equipment required to maintain financial records in a small business or cost centre l. Ability to use relevant communications systems and equipment when maintaining financial records m. Ability to use relevant computerised systems for communication and document generation n. Ability to correctly and accurately carry out workplace procedures for the maintenance of financial records

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain financial records in a small business or cost centre, and/or a.2. maintain financial records in an appropriate range of operational small business or cost centre contexts
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. establishing financial system requirements a.2. establishing financial management system a.3. maintaining financial reporting systems a.4. liaising with clients, banking institutions, line managers and the like a.5. following procedures for the maintenance of financial records in a small business a.6. selecting and using appropriate equipment and work systems a.7. using appropriate communication strategies and equipment a.8. maintaining workplace financial records and documentation <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including financial and taxation regulations b.2. workplace procedures and instructions for the maintenance of financial records (including security and housekeeping procedures) b.3. relevant OHS policies and procedures b.4. establishing effective working relationships with clients, colleagues and others b.5. modifying activities (within scope of authority) to cater for variations in workplace contexts and environment b.6. effectively negotiating to resolve issues and problems <p>c. Action is taken promptly to report and/or rectify any identified problems in the maintenance of financial records in accordance with relevant regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail</p>

MAINTAIN FINANCIAL RECORDS IN A SMALL BUSINESS

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| <p>6. Context for assessment</p> | <p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p style="padding-left: 20px;">a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated financial transactions, work instructions and deadlines, and/or</p> <p style="padding-left: 20px;">a.2.2. in an appropriate work situation</p> |
|----------------------------------|--|

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to organise freight invoicing and payment, including preparing invoices, coordinating documentation, and processing payments.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare invoices	<ul style="list-style-type: none"> a. Purchase order or documentation regarding request for invoice is registered, validated and filed appropriately b. Payment method, timing and ,where required, currency and exchange rates are noted on the documentation c. Invoice documents which commit the business to providing goods and services are registered and sourced d. An invoice is raised listing items in a full, clear, legible and unambiguous description e. Invoice original is checked and authorised by a signatory at an appropriate level f. Required documentation is forwarded to business or organisation requesting invoice g. Invoice details are recorded and filed in accordance with workplace policy
2. Coordinate documentation	<ul style="list-style-type: none"> a. Chart of accounts is checked at the end of the agreed period to verify payment or outstanding debt(s) against invoice(s) raised b. Debtor's ledger is produced from balance sheet c. Follow-up contacts of any outstanding account(s) are made according to workplace policy d. Monthly statements are cross-checked at required intervals e. Reminder notices are forwarded to customers in accordance with workplace policy
3. Process payments	<ul style="list-style-type: none"> a. Workplace policy and any particular contractual requirements are followed when making payments b. Records of payments and any required government returns are completed and filed c. Payments received are registered d. Receipts are attached to payments with any corresponding documents and filed appropriately e. Receipts are forwarded to customers f. Files are retained according to archival regulations for audit purposes

Range Of Variables

ORGANISE FREIGHT INVOICING AND PAYMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in organising freight invoicing and payment b. Work is performed under limited or minimum supervision with general guidance on progress and outcomes of work c. A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives d. Work involves responsibility for the organising of freight invoicing and payment and the provision of leadership of others either individually or in teams
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site locations a.2. large, medium or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve internal and external customer contact and coordination d. Invoices may be raised manually (typed/written) or computer-generated by authorised personnel e. Transactions may be in Australian or foreign currency f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. customers and suppliers f.3. management and union representatives f.4. industrial relations and OHS specialists f.5. other professional or technical staff, contractors and maintenance personnel g. Communications systems may involve: <ul style="list-style-type: none"> g.1. telephone g.2. fax g.3. email g.4. electronic data transfer of information (EDI) g.5. mail h. Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include: <ul style="list-style-type: none"> h.1. company plans/procedures h.2. enterprise plans/procedures h.3. organisational plans/procedures h.4. established plans/procedures

Range Of Variables (continued)

ORGANISE FREIGHT INVOICING AND PAYMENT

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. procedures for the organisation of freight invoicing and payment a.2. workplace records of invoices and payments a.3. customer/client instructions and assessed requirements a.4. legislation, regulations and related documentation relevant to business operations a.5. regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements a.6. invoices and receipts a.7. relevant agreements, codes of practice including the National Standards for Services and Operations a.8. manufacturer's/supplier's specifications, advice, recommended procedures, policies and instructions a.9. workplace financial procedures and processes a.10. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.11. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. taxation and trading regulations relevant to business operations a.3. relevant Australian and State/Territory OHS legislation a.4. equal employment legislation and related policies a.5. environmental protection regulations a.6. hazardous substances and dangerous goods codes a.7. relevant Australian standards and certification requirements a.8. licence, patent or copyright arrangements

ORGANISE FREIGHT INVOICING AND PAYMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare invoices, receipts and bills of sale in appropriate forms a.2. coordinate documentation a.3. analyse contract requirements and identify requirements for organisation, suppliers and customers a.4. manage own work to achieve organisational goals and required results a.5. suggest improvements to invoicing, billing and filing operations a.6. identify issues surrounding accounts management in relation to foreign currency exchange rates, enterprise and government requirements a.7. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant and regulatory and code requirements b. Relevant OHS and environmental protection policies and procedures c. Workplace protocols and procedures for the organisation of freight invoicing and payment d. Relevant workplace business management policies and practices, including requirements for accounts, payments and record keeping e. Legal and commercial requirements for the work f. Focus of operation of financial systems, resources, management and workplace operating systems g. Resource availability including the processing capacity of equipment and software systems for planning activities h. Typical problems that can occur when organising freight invoicing and payment and related appropriate action that can be taken i. Ability to process invoices and payments j. Ability to negotiate and communicate effectively with clients k. Ability to select and appropriately apply technology, information systems and procedures to complete workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to organise freight invoicing and payment, and/or a.2. organise freight invoicing and payment in an appropriate range of operational contexts

ORGANISE FREIGHT INVOICING AND PAYMENT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing invoices, receipts and bills of sale in appropriate forms a.2. coordinating documentation a.3. analysing contract requirements and identifying requirements for organisation, suppliers and customers a.4. managing own work to achieve organisational goals and required results a.5. suggesting improvements to invoicing, billing and filing operations a.6. identifying issues surrounding accounts management in relation to foreign currency exchange rates, enterprise and government requirements a.7. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS and environmental protection regulations and hazard prevention policies and procedures b.3. workplace procedures and policies related to the organising of freight invoicing and payment b.4. customer service guidelines and procedures b.5. guidelines relating to the use of relevant equipment b.6. issue resolution and grievance procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning the organising of freight invoicing and payment in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	2	2	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to administer international trading accounts, including calculating ratings on international movement of goods, negotiating and confirming financial terms of trade with customer, monitoring and addressing market changes in international freight forwarding, and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA
1. Calculate ratings on international movement of goods	<ul style="list-style-type: none"> a. Ratings are calculated for the international movement of goods based on the type of transport mode(s), including single or multi-modal and the type and shipping requirements for goods b. Over-ride discounts and rebates for shipments are identified c. International currency rates and exchange regulations are confirmed d. Consolidated rate schedule is established e. Cost of routing schedule is established using consolidated rate schedule
2. Negotiate and confirm financial terms of trade with customer	<ul style="list-style-type: none"> a. Credit rating for customer is established in accordance with workplace procedures b. Terms of trade, method of payment and currency arrangements are negotiated and confirmed with customer in accordance with workplace procedures and code of practice requirements c. Payment terms with banks and suppliers are negotiated and confirmed in accordance with workplace procedures d. Insurance requirements for security of payment and security of goods in transit are assessed and confirmed with customer and agents
3. Monitor and address market changes in international freight forwarding	<ul style="list-style-type: none"> a. Changes in international markets are constantly monitored in accordance with workplace procedures b. Alternative strategies and processes for forwarding goods is generated and confirmed with customers and agents where required c. Analysis of future freight forward projections and market trends are undertaken for customers as requested
4. Complete documentation	<ul style="list-style-type: none"> a. Accounts with banks, customers, suppliers, agents and the like are maintained in accordance with workplace procedures and current legislation b. Trading accounts in relation to the identified performance measures are regularly monitored and reviewed c. Documentation is completed and secured in accordance with workplace requirements

Range Of Variables

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant codes of practice and regulations for the export of freight b. Work is performed under general supervision c. Work involves the application of established workplace procedures to administer international trading accounts
2. Worksite environment	<ul style="list-style-type: none"> a. Work activities may cover trading accounts related to the international movement of freight and may be conducted by day or night b. Customers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. site restrictions and procedures c.2. communications equipment c.3. international markets c.4. authorities and permits c.5. international codes of practice c.6. international financial control and exchange regulations d. Methods of payment may include: <ul style="list-style-type: none"> d.1. open accounts d.2. cash against documents d.3. factoring d.4. consignments d.5. bills of exchange d.6. letters of credit e. Currency arrangements may include: <ul style="list-style-type: none"> e.1. foreign bank accounts e.2. forward rates e.3. spot rates e.4. dollar rates f. Changes in international markets may include: <ul style="list-style-type: none"> f.1. foreign bank accounts f.2. fluctuations in exchange rates f.3. changes to government regulations f.4. pricing variations by customers and shipping lines f.5. transit delays and strikes g. Forms of freight transport may include: <ul style="list-style-type: none"> g.1. road g.2. rail g.3. sea g.4. air g.5. multi-modal h. Communications systems may involve: <ul style="list-style-type: none"> h.1. telephone h.2. fax h.3. email h.4. electronic data transfer of information (EDI) h.5. mail

Range of Variables (continued)

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Consultative processes may involve:</p> <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. relevant authorities i.4. shipping lines i.5. banking institutions i.6. other agencies i.7. management and union representatives i.8. OHS specialists i.9. maintenance, professional or technical staff <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. workplace procedures j.3. organisational procedures j.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. trading documentation, including trading accounts, consignment notes, bills of exchange, letters of credit a.3. financial and trading records a.4. workplace operating procedures and policies a.5. manufacturer's/client specifications, instructions and labelling advice including material safety data sheets a.6. competency standards and training materials a.7. supplier and/or client instructions a.8. Australian and international standards, criteria and certification requirements a.9. communications technology equipment, oral, aural or signed communications a.10. OHS procedures a.11. quality assurance procedures a.12. emergency procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. international transport regulations, codes and procedures a.2. relevant regulations for the import and export of cargo a.3. regulations and codes of practice for international trading accounts and the import and export of cargo a.4. Australian and international standards and certification requirements a.5. dangerous goods and hazardous substances codes and regulations a.6. relevant State/Territory OHS legislation a.7. relevant State/Territory environmental protection legislation a.8. other regulations and legislative requirements pertaining to embargo's, tariffs, quota's and prohibited goods

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify relevant documentation a.2. handle international trading accounts a.3. communicate effectively with international and domestic banks, governments, clients, suppliers and agents a.4. determine required permits, licences a.5. select appropriate equipment and work systems a.6. use appropriate communication strategies and equipment a.7. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant agreements, codes of practice and legislative requirements including international trade and freight regulations b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the administration of international trading accounts d. Contacts and sources of information/documentation needed when carrying out the administration of international trading accounts e. Customer service policies and procedures f. Documentation requirements of international and domestic banks, governments, clients, suppliers and agents g. Aspects of contract law relevant to the administration of international trading accounts h. Payment terms and procedures for method of international payments i. Operational procedures for document control j. International legislation regarding carriage of goods k. Banking procedures and exchange rates l. Ability to identify, read and interpret the various types of international trading documentation and their appropriate usage m. Ability to read and interpret instructions, procedures and labels relevant to the international transport of freight n. Ability to negotiate contract requirements and issues related to international trading accounts o. Ability to prioritise work and coordinate self in relation to others p. Ability to select and use relevant communications equipment when administering international trading accounts q. Ability to select and use relevant computerised systems and equipment for calculations and document generation

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to compile and process export documentation, and/or a.2. compile and process export documentation in an appropriate range of operational transport and distribution contexts involving relevant export documentation and various documentation generation and communication equipment
<p>5. Consistency in performance</p>	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying relevant documentation a.2. handling international trading accounts a.3. communicating effectively with international and domestic banks, governments, clients, suppliers and agents a.4. determining required permits, licences a.5. selecting appropriate equipment and work systems a.6. using appropriate communication strategies and equipment a.7. maintaining workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including international freight and trade regulations b.2. OHS policies and procedures b.3. workplace procedures and instructions for the administration of international trading accounts, including security procedures b.4. establishing effective working relationships with clients and others b.5. modifying activities (within scope of authority) to cater for variations in workplace contexts and environment b.6. effectively negotiating to resolve issues and problems b.7. environmental protection procedures c. Action is taken promptly to report and/or rectify any identified export documentation problems in accordance with relevant regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail

ADMINISTER INTERNATIONAL TRADING ACCOUNTS

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	2	3	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to prepare and process financial documents, including recording and balancing petty cash transactions, balancing all other transactions, rectifying discrepancies as directed, preparing invoices for debtors, and preparing and process banking documents.

ELEMENT	PERFORMANCE CRITERIA
1. Record and balance petty cash transactions	<ul style="list-style-type: none"> a. Petty cash vouchers are prepared in accordance with workplace procedures b. Petty cash claims and vouchers are checked for accuracy and authenticity before processing c. Petty cash transactions are recorded d. Irregularities are noted and referred to nominated person/section in accordance with workplace procedures
2. Balance all transactions	<ul style="list-style-type: none"> a. Transactions are presented to nominated person/section for checking in accordance with workplace procedures b. Invoices for payment to creditors are reconciled in accordance with workplace procedures c. Discrepancies between invoices and delivery notes/service agreements are identified and reported for resolution in accordance with workplace procedures d. Errors in invoice charges are identified and corrective action undertaken within scope of authority in accordance with workplace procedures
3. Rectify discrepancies as directed	<ul style="list-style-type: none"> a. Correct and authorised invoices are processed for payment and, where required, entered into financial records b. Creditor enquiries are resolved within scope of authority or referred to other personnel in accordance with workplace procedures
4. Prepare invoices for debtors	<ul style="list-style-type: none"> a. Preparatory calculations are performed to produce accurate invoices b. Relevant documentation is completed to ensure accuracy of contents c. Invoices are distributed to nominated personnel for verification prior to despatch d. Verified invoices are despatched within designated timelines e. Verified figures are entered into financial journals f. Documents are filed for auditing purposes and, if required, follow-up action
5. Prepare and process banking documents	<ul style="list-style-type: none"> a. Financial transactions are listed on deposit forms in accordance with financial institution's requirements b. Pay-in documentation is balanced with all financial calculations c. Financial institution deposit totals are balanced with internal records d. Deposits are lodged with the financial institution

Range Of Variables

PREPARE AND PROCESS FINANCIAL DOCUMENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant financial codes of practice and regulations b. Work is performed under general supervision c. Work involves the application of routine principles and procedures to prepare and process financial documents
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of organisations in the transport, warehousing, distribution and/or storage industries and may be conducted by day or night b. Customers may be internal or external c. Requirements for work may include: <ul style="list-style-type: none"> c.1. site restrictions and procedures c.2. use of safety and personal protection equipment c.3. specified loading operations c.4. communications equipment c.5. hours of operation c.6. authorities and permits c.7. financial regulations and processes c.8. privacy and security procedures d. Processing of financial documents may include: <ul style="list-style-type: none"> d.1. recording and balancing petty cash transactions d.2. balancing all transactions d.3. rectifying discrepancies as directed d.4. preparing invoices for debtors d.5. preparing and processing banking documents e. Lodgement of transactions with financial institutions may include: <ul style="list-style-type: none"> e.1. electronic banking e.2. manual processes including the use of third parties f. Preparation of documentation is undertaken within scope of authority g. Business source documents may include: <ul style="list-style-type: none"> g.1. electronic banking g.2. requisitions g.3. orders g.4. service statements g.5. invoices and receipts g.6. despatch and receipt notes g.7. credit notes g.8. statements g.9. sales tax statements g.10. consignment notes h. Communications systems may involve: <ul style="list-style-type: none"> h.1. telephone h.2. fax h.3. email h.4. electronic data transfer of information (EDI) h.5. mail

Range of Variables (continued)

PREPARE AND PROCESS FINANCIAL DOCUMENTS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Consultative processes may involve:</p> <ul style="list-style-type: none"> i.1. other employees and supervisors i.2. suppliers, potential customers and existing clients i.3. relevant authorities i.4. banking institutions i.5. other agencies i.6. management and union representatives i.7. OHS specialists i.8. other maintenance, professional or technical staff <p>j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. workplace procedures j.3. organisational procedures j.4. established procedures
<p>3. Sources of information/documents</p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. operations manuals, job specifications and procedures and induction documentation a.2. guidelines concerning relevant financial regulations, codes and procedures including relevant taxation requirements a.3. competency standards and training materials a.4. manufacturer's/client specifications, instructions and labelling advice including material safety data sheets a.5. workplace operating procedures and policies a.6. supplier and/or client instructions a.7. Australian and international standards, criteria and certification requirements a.8. communications technology equipment, oral, aural or signed communications a.9. OHS procedures a.10. quality assurance procedures a.11. security procedures

Range of Variables (continued)

PREPARE AND PROCESS FINANCIAL DOCUMENTS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: a.1. relevant financial regulations, codes and procedures including relevant taxation requirements a.2. Australian and international standards and certification requirements a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. International transport regulations, codes and procedures

PREPARE AND PROCESS FINANCIAL DOCUMENTS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. record and balance petty cash transactions a.2. balance all transactions a.3. rectify discrepancies as directed a.4. prepare and process invoices, payments and financial transactions a.5. prepare and process banking documents a.6. follow procedures for the lodgement of documents a.7. select and use appropriate equipment and work systems a.8. use appropriate communication strategies and equipment a.9. maintain workplace records and documentation
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role or function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant financial regulations, codes and procedures including pertinent taxation documentation requirements b. Relevant OHS and environmental procedures and regulations c. Workplace procedures for the preparing and processing financial documents d. Contacts and sources of information/documentation needed for the preparation and processing of financial documents e. Customer service policies and procedures f. Documentation requirements of banking institutions, governments and other relevant agencies g. Ability to identify, read and interpret the various types of financial documentation and their appropriate usage h. Problems that may occur when preparing and processing financial documents and appropriate action and solutions i. Ability to perform required calculations both manually and with the aid of relevant equipment and calculators j. Ability to read and interpret instructions and procedures relevant to the preparation and processing of financial documents k. Ability to select and use relevant equipment when preparing and processing financial documents, including the use of an appropriate range of office equipment, computer systems and financial software packages
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to prepare and process financial documents, and/or a.2. prepare and process financial documents in an appropriate range of operational contexts

PREPARE AND PROCESS FINANCIAL DOCUMENTS

5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. recording and balancing petty cash transactions a.2. balancing all transactions a.3. rectifying discrepancies as directed a.4. preparing and processing invoices, payments and financial transactions a.5. preparing and processing banking documents a.6. following procedures for the lodgement of documents a.7. selecting and using appropriate equipment and work systems a.8. using appropriate communication strategies and equipment a.9. maintaining workplace records and documentation b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. guidelines concerning relevant financial regulations, codes and procedures including relevant taxation requirements b.2. workplace procedures and instructions concerning the preparation and processing of financial documents (including security and housekeeping procedures) b.3. OHS policies and procedures b.4. establishing effective working relationships with colleagues b.5. modifying activities (within scope of authority) to cater for variations in workplace contexts and environment b.6. effectively negotiating to resolve issues and problems b.7. environmental protection procedures c. Action is taken promptly to report and/or rectify any problems in preparing and processing financial documents in accordance with relevant regulations and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	2	1	1

TDTQ1001A MAINTAIN CUSTOMER CREDIT ACCOUNTS AND SERVICES

Field Q Financial Management

DESCRIPTION:

This unit involves the skills and knowledge required to maintain customer credit accounts and services in accordance with workplace requirements, including establishing and maintaining customer credit accounts and services, and maintaining a customer information system.

ELEMENT	PERFORMANCE CRITERIA
1. Establish and maintain customer credit accounts and services	<ul style="list-style-type: none">a. Lines of credit and other credit facilities are established and communicated to customersb. Payment schedules by customers are monitoredc. Debtors are regularly identified and listed to initiate follow-up actiond. Debt recovery procedures are initiated and if unsuccessful approval is sought to write off bad debts
2. Maintain customer information system	<ul style="list-style-type: none">a. Status of credit accounts is conveyed to customers on a regular basis.b. Statistical returns displaying actual against anticipated performance are preparedc. Database information regarding products and services sales on credit is maintainedd. Customer queries are dealt with promptly and courteouslye. Security of database and data integrity is maintained

Range Of Variables

MAINTAIN CUSTOMER CREDIT ACCOUNTS AND SERVICES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of customer credit accounts and services b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the maintenance of customer credit accounts and services as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Customers include all other rail and freight authorities, private businesses, government bodies and members of the public as well as internal customers e. Equipment used may include: <ul style="list-style-type: none"> e.1. computer e.2. intercom system e.3. facsimile machine e.4. calculator e.5. telephone e.6. answering machine e.7. photocopier f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. other employees and supervisors f.2. current and potential customers f.3. suppliers, customers and clients f.4. relevant authorities and institutions f.5. management and union representatives f.6. industrial relations and OHS specialists g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. electronic data interchange (EDI) g.3. fax g.4. e-mail g.5. Internet g.6. RF systems g.7. oral, aural or signed communications h. Personal protection equipment may include: <ul style="list-style-type: none"> h.1. gloves h.2. safety headwear and footwear h.3. safety glasses h.4. two-way radios h.5. high visibility clothing

Range Of Variables (continued)

MAINTAIN CUSTOMER CREDIT ACCOUNTS AND SERVICES

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> i.1. company procedures i.2. enterprise procedures i.3. organisational procedures i.4. established procedures
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. codes of practice and regulations concerning the operation of credit accounts and services a.2. customer requests and works orders a.3. workplace procedures and policies including accounting procedures, credit approval procedures, office organisation procedures, record keeping, credit limits, and levels of credit authority a.4. operations manuals, job specifications and induction documentation a.5. manufacturer's specifications for office equipment a.6. documentation and forms used for credit services a.7. supplier and/or client instructions a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant Australian standards and certification requirements a.10. quality assurance procedures a.11. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the provision of credit services a.2. privacy legislation a.3. conditions of credit extension policies and related government legislation a.4. audit and financial legislation a.5. relevant State/Territory OHS and environmental protection legislation a.6. workplace relations regulations a.7. workers compensation regulations

MAINTAIN CUSTOMER CREDIT ACCOUNTS AND SERVICES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. establish and maintain customer credit accounts and services a.2. apply stringent credit approval facilities a.3. maintain a customer information system a.4. locate, interpret and apply relevant information a.5. work effectively with others a.6. maintain workplace records a.7. select and use appropriate workplace colloquial and technical language and communication a.8. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Australian and international codes and regulations relevant to freight services, including the ADG Code and relevant bond, quarantine or other legislative requirements b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the maintenance of customer credit accounts and services d. Focus of operation of work systems, equipment, management and site operating systems for the maintenance of customer credit accounts and services e. Problems that may occur when maintaining customer credit accounts and services and appropriate action that can be taken to resolve the problems f. Information on relevant aspects of credit services, including: <ul style="list-style-type: none"> f.1. credit services offered by the workplace f.2. credit account systems f.3. credit ratings and limits f.4. credit approval policies and procedures g. Documentation requirements for the maintenance of customer credit accounts and services h. Instruments of payment including letters of credit, cheques, promissory notes, bank drafts etc. i. Ability to: <ul style="list-style-type: none"> i.1. select and use relevant computer/communication/office equipment i.2. modify activities depending on differing workplace contexts, risk situations and environments i.3. solve problems that arise when maintaining customer credit accounts and services i.4. read and interpret instructions, procedures and information relevant to the maintenance of customer credit accounts and services i.5. negotiate, communicate and liaise effectively with customers i.6. use required personal protective clothing and equipment conforming to industry and OHS standards

MAINTAIN CUSTOMER CREDIT ACCOUNTS AND SERVICES

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain customer credit accounts and services, and/or a.2. maintain customer credit accounts and services in an appropriate range of operational contexts
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. establishing and maintaining customer credit accounts and services a.2. applying credit approval facilities a.3. maintaining a customer information system a.4. locating, interpreting and applying relevant information a.5. working effectively with others a.6. maintaining workplace records a.7. following the designated work plan for the job b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. codes of practice, regulations and legislative requirements concerning the provision of credit services b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions (including housekeeping, privacy and security procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. obtaining assistance from other team members when required b.7. customer service and quality assurance procedures and policies b.8. environmental protection procedures c. Action is taken promptly to report and/or rectify any difficulties in the maintenance of customer credit accounts and services in accordance with regulatory requirements and workplace procedures <ul style="list-style-type: none"> d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

MAINTAIN CUSTOMER CREDIT ACCOUNTS AND SERVICES

- 6. Context for assessment
 - a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TDTQ1101A MAINTAIN PETTY CASH ACCOUNT

Field Q Financial Management

DESCRIPTION:

This unit involves the skills and knowledge required to maintain petty cash account customers in accordance with workplace requirements, including preparing petty cash documentation and conducting cash transactions.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare petty cash documentation	<ul style="list-style-type: none">a. Requests for petty cash advances are validated and required vouchers preparedb. Petty cash claims are validated and attached receipts checkedc. Claim documentation is prepared and checked for accuracy before processingd. Claims and vouchers are presented to nominated person/section for checking and approval appropriate to workplace limitse. Irregularities are noted and referred to nominated person/section for resolutionf. Details of claims and vouchers are recorded to enable tracing and balancing of cash holding
2. Conduct cash transactions	<ul style="list-style-type: none">a. Petty cash is provided against claims and vouchers from cash holdingb. Petty cash returns are secured and return receipts providedc. Petty cash returns are documented to enable tracing and balancing of cash holdingd. Documented transactions are reconciled against cash helde. Cash is drawn using workplace procedures to maintain a balance appropriate to normal transaction levelsf. Cash is secured in accordance with workplace security requirements

Range Of Variables

MAINTAIN PETTY CASH ACCOUNT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning the maintenance of petty cash accounts b. Work is performed under some supervision generally within a team environment c. Work involves the application of workplace procedures and regulatory requirements to the maintenance of petty cash accounts as part of work activities in the transport, distribution and/or allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Equipment may include: <ul style="list-style-type: none"> d.1. filing and record keeping system d.2. cash holding box/system d.3. cash transaction record book d.4. relevant computer software e. Recording mechanisms/systems may be paper-based or electronic f. Business source documents may include, but are not exclusive to: <ul style="list-style-type: none"> f.1. purchase requisitions f.2. invoices f.3. delivery dockets f.4. bank statements f.5. cash register rolls f.6. purchase orders f.7. receipts f.8. credit notes f.9. remittance advice f.10. deposit books g. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> g.1. chemicals g.2. dangerous or hazardous substances g.3. movements of equipment, goods, materials and vehicular traffic h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. other employees and supervisors h.2. current and potential customers h.3. suppliers, customers and clients h.4. relevant authorities and institutions h.5. management and union representatives h.6. industrial relations and OHS specialists i. Communication in the work area may include: <ul style="list-style-type: none"> i.1. phone i.2. electronic data interchange (EDI) i.3. fax i.4. e-mail i.5. Internet i.6. RF systems i.7. oral, aural or signed communications

Range Of Variables (continued)

MAINTAIN PETTY CASH ACCOUNT

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> j. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures k. Personal protection equipment may include: <ul style="list-style-type: none"> k.1. gloves k.2. safety headwear and footwear k.3. safety glasses k.4. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. workplace procedures and policies concerning petty cash transactions including security procedures a.2. codes of practice and regulations relevant to petty cash accounts a.3. operations manuals, job specifications and induction documentation a.4. manufacturer's specifications for equipment a.5. award, enterprise bargaining agreement, other industrial arrangements a.6. relevant Australian standards and certification requirements a.7. quality assurance procedures a.8. emergency procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations for the provision of credit services a.2. privacy legislation a.3. conditions of credit extension policies and related government legislation a.4. audit and financial legislation a.5. relevant State/Territory OHS and environmental protection legislation a.6. workplace relations regulations a.7. workers compensation regulations

MAINTAIN PETTY CASH ACCOUNT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare petty cash documentation a.2. conduct cash transactions a.3. locate, interpret and apply relevant information a.4. work effectively with others a.5. maintain workplace records a.6. select and use appropriate workplace colloquial and technical language and communication a.7. follow the designated work plan for the job a.8. apply stringent credit approval facilities
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Codes of practice and regulations relevant to the maintenance of petty cash accounts b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the maintenance of petty cash accounts d. Focus of operation of work systems, equipment, management and site operating systems for the maintenance of petty cash accounts e. Problems that may occur when maintaining petty cash accounts and appropriate action that can be taken to resolve the problems f. Documentation requirements for the maintenance of petty cash accounts g. Instruments of payment including letters of credit, cheques, promissory notes, bank drafts etc. h. Ability to: <ul style="list-style-type: none"> h.1. select and use relevant computer/communication/office equipment h.2. modify activities depending on differing workplace contexts, risk situations and environments h.3. solve problems that arise when maintaining petty cash accounts h.4. read and interpret instructions, procedures and information relevant to the maintenance of petty cash accounts h.5. negotiate, communicate and liaise effectively with customers h.6. use required personal protective clothing and equipment conforming to industry and OHS standards
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain a petty cash account, and/or a.2. maintain petty cash accounts in an appropriate range of operational contexts

Evidence Guide (continued)

MAINTAIN PETTY CASH ACCOUNT

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. preparing petty cash documentation a.2. conducting cash transactions a.3. locating, interpreting and applying relevant information a.4. working effectively with others a.5. maintaining workplace records a.6. following the designated work plan for the job a.7. applying credit approval facilities <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and legislative requirements including local and international regulations pertaining to petty cash transactions b.2. Australian and international regulations and codes of practice for the transport of dangerous goods, explosives and hazardous substances b.3. OHS regulations and hazard prevention policies and procedures b.4. workplace procedures and work instructions (including housekeeping, privacy and security procedures) b.5. manufacturer's instructions for the use of equipment b.6. procedures for the use of personal protection equipment b.7. obtaining assistance from other team members when required b.8. customer service and quality assurance procedures and policies b.9. environmental protection procedures <p>c. Action is taken promptly to report and/or rectify any safety incidents or difficulties in the maintenance of petty cash accounts in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to sell products and services in accordance with regulatory and workplace requirements, including preparing for financial transactions, promoting products and services, selling products and/or services, processing refunds, and reconciling financial transactions.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for financial transactions	<ul style="list-style-type: none"> a. Float, goods and services are prepared in accordance with workplace policies and procedures b. Point of sale is established to meet workplace requirements and standards
2. Promote products and services	<ul style="list-style-type: none"> a. Strategies to promote products and services are developed in accordance with workplace policies and procedures b. Strategies to promote products and services are implemented in accordance with workplace procedures
3. Sell products or services	<ul style="list-style-type: none"> a. Product knowledge is applied when answering customer inquiries b. Sales transactions are conducted in a courteous manner to the customer's satisfaction c. The price is correctly calculated and charged and the correct change and receipt is issued
4. Process refunds	<ul style="list-style-type: none"> a. Claim for refund is substantiated in accordance with company procedures b. Refund claim application processes are completed to ensure transaction details are recorded c. The customer refund is correctly calculated and issued in a courteous manner
5. Reconcile financial transactions	<ul style="list-style-type: none"> a. The value of money and vouchers issued and refunded is calculated to enable reconciliation against total sales to validate cash on hand b. Money, good, service entitlements and reconciliation documents are secured in accordance with workplace requirements

Range Of Variables

SELL PRODUCTS AND SERVICES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with workplace requirements and relevant trade practices regulations b. Work is performed under some supervision, generally within a team environment c. Work involves the application of regulatory requirements and workplace procedures when selling products and services in the transport and allied industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments b. Goods and services may include: <ul style="list-style-type: none"> b.1. tickets b.2. vouchers b.3. items sold on an occasional basis such as surplus equipment or stock b.4. marketing or promotional items c. Equipment may include: <ul style="list-style-type: none"> c.1. point of sale equipment c.2. ticket machines c.3. pricing equipment c.4. electronic calculators d. Customers may include employees or external customers e. Service entitlements may include tickets for travel or admission and vouchers to be exchanges for services f. Consultative processes may involve: <ul style="list-style-type: none"> f.1. customers and potential customers f.2. other workplace personnel f.3. supervisors and managers f.4. representatives of travel agencies and sales outlets f.5. official representatives g. Communication in the work area may include: <ul style="list-style-type: none"> g.1. phone g.2. fax g.3. e-mail/Internet g.4. electronic data interchange (EDI) g.5. face-to-face communication and memos g.6. signed communications h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

SELL PRODUCTS AND SERVICES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and policies for selling products and services a.2. work instructions, job description and induction materials a.3. pricing information including catalogues and computerised information a.4. published or computerised information on available products and services a.5. manufacturer's specifications for office and communications equipment and materials a.6. relevant OHS requirements and policies a.7. relevant codes of practice and regulations, including trade practice and consumer protection regulations a.8. award, enterprise bargaining agreement and other industrial arrangements a.9. customer service and quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to sales of products and services, including trade practice and consumer protection requirements a.2. relevant State/Territory OHS legislation a.3. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action legislation a.4. workers compensation regulations

SELL PRODUCTS AND SERVICES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for financial transactions a.2. promote products and services a.3. use effective selling techniques a.4. courteously answer customer inquiries a.5. calculate prices a.6. use point of sale and ticketing equipment a.7. process refunds a.8. reconcile financial transactions
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations and codes of practice relevant when selling products and services b. Relevant OHS procedures and guidelines c. Workplace procedures and policies for selling products and services d. Workplace knowledge requirements relevant to selling products and services, including: <ul style="list-style-type: none"> d.1. knowledge of the tourism industry and franchising arrangements d.2. Australian and international transport industry guidelines d.3. workplace products and services d.4. insurance and public liability d.5. consumer laws and Trade Practice requirements d.6. transport system fare structure and schedules d.7. advertising policies e. Equipment, and materials used when selling products and services and precautions, and procedures that should be followed in their use f. Problems that may occur when selling products and services and appropriate action that can be taken to resolve the problems g. Documentation and record requirements h. Communication and negotiation requirements when selling products and services i. Ability to: <ul style="list-style-type: none"> i.1. select and use relevant office and communications equipment and materials when selling products and services i.2. market and promote products and services i.3. communicate and negotiate effectively with others i.4. create promotional layouts i.5. network with others in travel agencies and sales outlets i.6. read and interpret instructions, procedures and information relevant to selling products and services i.7. carry out research activities required when selling products and services i.8. write and prepare reports and other documents required within workplace activities

Evidence Guide (continued)

SELL PRODUCTS AND SERVICES

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to sell products and services, and/or a.2. sell products and services in an appropriate range of operational contexts
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. preparing for financial transactions a.2. promoting products and services a.3. selling products and services a.4. answering customer inquiries a.5. calculating prices a.6. using point of sale and ticketing equipment a.7. processing refunds a.8. reconciling financial transactions b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations b.2. workplace procedures and instructions b.3. manufacturer's instructions for equipment and materials b.4. procedures for the use of relevant personal protection equipment b.5. customer service and quality assurance procedures and policies b.6. OHS regulations and hazard prevention policies and procedures c. Action is taken promptly to report any incidents or difficulties when selling products and services in accordance with regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
1	2	1	1	2	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, carrying out performance evaluation and completing all required documentation concerning the contract.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Administer supplier contract</p>	<ul style="list-style-type: none"> a. Procedures for the receipt of supplied goods/materials/services are documented and implemented within the workplace b. Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules c. Non-conformance of supplier with contracted requirements are accurately detailed d. Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority e. Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures
<p>2. Complete documentation</p>	<ul style="list-style-type: none"> a. Annotations and performance assessment/evaluations are completed and appended to supplier file b. Action taken in regards to non-conformance of contracted requirements is documented and appended to supplier file c. System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements

Range Of Variables

MONITOR SUPPLIER PERFORMANCE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in monitoring supplier performance. This includes the application of workplace procedures to specified workplace operations to monitor and report on the performance of supply contractors. b. Work is performed under general guidance on progress and outcomes of work. c. A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it. d. Work involves responsibility for resource coordination and allocation and the provision of leadership of others either individually or in teams.
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site location a.2. large, medium or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations involve customer and supplier contact and coordination d. The key requirement of this unit is to interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel e. Contracts may be for singular or continuous supply f. Document/data interchange may be electronic or paper-based g. Suppliers may include domestic and international contractors, corporations and government agencies h. Contract non-conformance must be demonstrable i. Relevant regulations/legislation may be related to: <ul style="list-style-type: none"> i.1. contract disputation i.2. confidentiality i.3. goods regulatory requirements i.4. probity j. Consultative processes may involve: <ul style="list-style-type: none"> j.1. other employees and supervisors j.2. customers and suppliers j.4. management and union representatives j.5. industrial relations, Occupational Health and Safety specialists j.6. other professional or technical staff, contractors and maintenance personnel k. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> k.1. company procedures k.2. enterprise procedures k.3. organisational procedures k.4. established procedures

Range Of Variables (continued)

MONITOR SUPPLIER PERFORMANCE

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. relevant supply contracts and agreements a.2. quality or enterprise work specifications and procedures a.3. manufacturer's specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions a.4. guidelines relating to minimising risks to the environment and occupational health and safety requirements a.5. supplier and/or client instructions a.6. material safety data sheets a.7. relevant agreements, codes of practice including the national standards for manual handling and the industry safety code a.8. legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection a.9. reports of accidents and incidents within regulatory requirements and enterprise procedures a.10. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.11. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

MONITOR SUPPLIER PERFORMANCE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. monitor the performance of supply contractors a.2. suggest improvements to supply operations and negotiate changes a.3. mediate and resolve issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it a.4. apply techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.5. identify requirements of tasks and organise planning, job completion and evaluation stages a.6. locate, interpret and apply relevant information a.7. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS responsibilities and procedures c. Workplace protocols and procedures for monitoring the performance of supply contractors d. Workplace contract performance and disputation policies and procedures e. Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality f. Focus of operation of recording, reporting and statistical analysis systems and resources g. Resource availability including the processing capacity of equipment and software systems for statistical analysis of data h. Typical problems that can occur with supply contracts and related appropriate action that can be taken i. Ability to negotiate effectively j. Ability to select and appropriately apply technology, information systems and procedures to workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to monitor the performance of supply contractors, and/or a.2. monitor the performance of supply contractors in an appropriate range of operational contexts

MONITOR SUPPLIER PERFORMANCE

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. monitoring the performance of supply contractors a.2. suggesting improvements to supply operations and negotiating changes a.3. mediating and resolving issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it a.4. applying techniques to encourage appropriate participation of team/group members and external organisations or individuals with relevant expertise a.5. identifying requirements of tasks and organising planning, job completion and evaluation stages a.6. locating, interpreting and applying relevant information a.7. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions related to the monitoring of supply contractors b.4. relevant guidelines relating to the use of equipment b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning supply contractors in accordance with regulations and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to source goods/materials/services and evaluate contractors including analysing supply requirements, and evaluating and selecting appropriate potential contractor(s).

ELEMENT	PERFORMANCE CRITERIA
1. Analyse supply requirements	<ul style="list-style-type: none"> a. Purpose and specifications of required goods/services are identified b. Criteria to evaluate potential or existing contractor performance is established c. Quantities of required goods/services are determined d. Frequency of ordering/requesting of goods/services is identified
2. Evaluate potential contractors	<ul style="list-style-type: none"> a. Contractors of requested goods/materials/services are identified b. Comparative costings for goods/materials/services are obtained c. Contractors' ability to provide a consistent level of performance on repeat jobs is assessed d. Contractors are evaluated in relation to established criteria and in accordance with workplace and regulatory procedures e. A prioritised contractor shortlist is established based on the capacity of contractors to provide a cost competitive quality service f. The outcomes of the contractor selection process are documented including recommendations for actioning agreements/contracts with selected contractors g. Information and data generated during the selection process is filed and maintained in accordance with workplace procedures

Range Of Variables

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established workplace procedures to source goods and to evaluate potential contractors. b. Work is performed under general guidance on progress and outcomes of work. c. A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it. e. The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.
2. Worksite environment	<ul style="list-style-type: none"> a. The workplace environment may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> a.1. single and multi-site location a.2. large, medium or small companies b. Services, products, risks, work systems and requirements may potentially vary across different sections of the workplace c. Operations require customer and supplier contact and coordination d. Contractors may be for one-off or repeat supplies/contract services e. Document/data interchange may be electronic or paper-based f. Selection processes include procedures for maintenance of confidentiality and integrity g. Personnel in work area may include <ul style="list-style-type: none"> g.1. other employees and supervisors g.2. customers and suppliers g.3. external authorities and agencies g.4. management and union representatives g.5. industrial relations, Occupational Health and Safety specialists g.6. other professional or technical staff, contractors and maintenance personnel h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documentation may include:</p> <ul style="list-style-type: none"> a.1. quality and work specifications and procedures a.2. specifications for required products or services a.3. manufacturer's specifications and/or suppliers handling and storage advice a.4. workplace procedures, policies and instructions a.5. OHS regulations and procedures a.6. supplier and/or client instructions a.7. materials safety data sheets a.8. relevant agreements, codes of practice including the national standards for manual handling and the industry safety code a.9. legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection a.10. reports of accidents and incidents within regulatory requirements and enterprise procedures a.11. workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information a.12. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant regulations, standards and codes of practice a.2. relevant Australian and State/Territory OHS legislation a.3. equal employment legislation and related policies a.4. environmental protection regulations a.5. hazardous substances and dangerous goods codes a.6. relevant Australian standards and certification requirements a.7. licence, patent or copyright arrangements

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate, interpret and apply relevant information relevant to a supply contract a.2. analyse contract requirements a.3. evaluate potential contractors a.4. suggest improvements to contractor operations and negotiate changes a.5. mediate and resolve issues surrounding supply of goods/services, maximising positive outcomes for the organisation and the individuals within it a.6. provide customer/client service and work effectively with others
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant regulatory and code requirements b. Relevant OHS responsibilities and procedures c. Workplace protocols and procedures for the sourcing of goods/services and the evaluation of potential supply contractors d. Workplace supply contract policies and procedures e. Workplace grievance and disputation handling policies and procedures f. Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality g. Focus of operation of recording, reporting and statistical analysis systems and resources h. Resource availability including the processing capacity of equipment and software systems for statistical analysis of data i. Typical problems that can occur when sourcing goods/services and evaluating contractors and related appropriate action that can be taken j. Ability to negotiate effectively k. Ability to select and appropriately apply technology, information systems and procedures to workplace tasks
<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to source goods/services and evaluate potential supply contractors, and/or a.2. source goods/services and evaluate potential supply contractors in an appropriate range of operational contexts

SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. locating, interpreting and applying information relevant to a supply contract a.2. analysing contract requirements a.3. evaluating potential contractors a.4. suggesting improvements to contractor operations and negotiating changes a.5. mediating and resolving issues surrounding supply of goods/services, maximising positive outcomes for the organisation and the individuals within it a.6. providing customer/client service and working effectively with others <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant regulations and codes b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and work instructions related to the sourcing of goods/services and the evaluation of potential supply contractors b.4. relevant guidelines relating to the use of equipment b.5. issue resolution and grievance procedures b.6. environmental protection procedures <p>c. Action is taken promptly to report and/or take appropriate action on any problems concerning the sourcing of goods/services and the evaluation of potential supply contractors in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES						
Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	3	3	3	3	3	3

DESCRIPTION:

This unit involves the skills and knowledge required to capture records into a records keeping system in accordance with workplace requirements including identifying records to be captured and registering the identified records.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify records to be captured</p>	<p>a. Material identified and classified for registration is sorted in accordance with records keeping system procedures</p> <p>b. Activity documented by the record is identified from the elements of the record in accordance with organisational procedures</p> <p>c. Area or action officer to which the record needs to go is identified from elements of the record and staff list in accordance with organisational procedures</p> <p>d. Any material which cannot be readily identified is referred to the appropriate authority in accordance with organisational procedures</p>
<p>2. Register the record</p>	<p>a. Unique identifier is selected for record in accordance with organisational procedures and records keeping system rules</p> <p>b. Record is registered into records keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures</p> <p>c. Access and security status are recorded in accordance with organisational procedures and records keeping system rules</p> <p>d. Disposal status of the record is recorded in accordance with records keeping system rules and organisational procedures</p> <p>e. Record is forwarded to its appropriate location, which is recorded, in accordance with the system rules and organisational procedures</p>

Range Of Variables

CAPTURE RECORDS INTO A RECORDS KEEPING SYSTEM

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to capture records into a records management system in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may include: <ul style="list-style-type: none"> e.1. a simple records series (single disposal class in disposal authority) e.2. a number of simple series; form-based records (e.g. financial or personnel transactions with limited range of activities in the records) e.3. action that is either complete or includes sentencing that may be part of the capture process e.4. media that is paper-based, electronic or other format f. The record capturing process is conducted as part of records management activities with the operator using discretion and judgement within established procedures g. Operating environment may include: <ul style="list-style-type: none"> g.1. operating under supervision g.2. working as a team effort g.3. working solo g.4. a sentencing process encompassing review with team procedures ensuring consistency h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. height and reach implications of storage facilities h.2. dust, chemicals and vapours h.3. stationary and moving equipment, parts and materials h.4. noise, light, energy sources h.5. electrical equipment h.6. humidity, air temperature, radiant heat h.7. pests h.8. debris on floor h.9. faulty racking h.10. poorly stacked records or boxes h.11. faulty equipment

Range Of Variables (continued)

CAPTURE RECORDS INTO A RECORDS KEEPING SYSTEM

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. protective clothing i.5. high visibility clothing j. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding k. Communication in the work area may include: <ul style="list-style-type: none"> k.1. phone k.2. fax k.3. e-mail/Internet k.4. RF systems k.5. electronic data interchange (EDI) k.6. barcode readers k.7. oral, aural or signed communications l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established or standard procedures m. Consultative processes may involve: <ul style="list-style-type: none"> m.1. workplace personnel including supervisors and managers m.2. customers/clients m.3. suppliers and contractors m.4. union representatives m.5. industrial relations and OHS specialists m.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the requirements for confidentiality and security of information a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. relevant standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management

Range Of Variables (continued)

CAPTURE RECORDS INTO A RECORDS KEEPING SYSTEM

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to records managementa.2. relevant Australian Standards relating to records managementa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. privacy and confidentiality legislation and regulationsa.6. Freedom of Information regulationsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislationa.8. workers compensation regulations

CAPTURE RECORDS INTO A RECORDS KEEPING SYSTEM

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify records to be captured a.2. review transactions and activities documented by the records concerned a.3. register records select destruction mode a.4. analyse record capturing process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the capturing of records into a records management system b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the capturing of records into a records management system including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the capturing of records into a records management system e. Problems that may occur when capturing records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the capturing of records into a records management system and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the capturing of records into a records management system m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend/interpret nature of record content; write reports; and interpret retention and disposal schedules o. Ability to read and interpret instructions, procedures and information relevant to the capturing of records into a records management system p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

CAPTURE RECORDS INTO A RECORDS KEEPING SYSTEM

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to capture records as part of a records management process, and/or</p> <p>a.2. capture records in a range of records management contexts</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying records to be captured</p> <p>a.2. reviewing transactions and activities documented by the records concerned</p> <p>a.3. registering records select destruction mode</p> <p>a.4. analysing record capturing process functions and problems</p> <p>a.5. using appropriate workplace language and communication technologies</p> <p>a.6. locating, interpreting and applying relevant information</p> <p>a.7. identifying and safely handling tools, products and materials</p> <p>a.8. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations, including confidentiality and security requirements</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the capturing of records into a records management system (including security and housekeeping procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in the capturing of records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>

CAPTURE RECORDS INTO A RECORDS KEEPING SYSTEM

6. Context for assessment
- a. Assessment of this unit must be undertaken by a Registered Training Organisation:
 - a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
 - a.2. Appropriate practical assessment must occur:
 - a.2.1. at the Registered Training Organisation, and/or
 - a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to document a records system in accordance with workplace requirements, including identifying records creators and their accountability requirements; locating records creators in their organisational structure; identifying the activities/function documented by the records; analysing and describing the record keeping system to identify the series; describing the links between record keeping series; describing the anomalies to the normal order of the series; and documenting the records series and its relationships over time.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify the records creators and their accountability requirements</p>	<ul style="list-style-type: none"> a. The creating organisation is identified as a public or private entity and likely sources of information about the creator are identified and assessed as relevant b. The record creator is identified by establishing who or what part of an organisation created the records c. Where there is more than one creator over time, all the creators are located in their organisational and chronological context. d. The accountability requirements and functional responsibilities of the records creators are identified from available information sources e. Sources of information used in the research are identified as authentic and copies kept in accordance with organisational record keeping practice
<p>2. Locate the records creators in their organisational structure</p>	<ul style="list-style-type: none"> a. The nature of the jurisdiction governing the organisation is identified and described b. The location and context of the records creators are described in their organisational structure and context
<p>3. Identify the activities/function documented by the records</p>	<ul style="list-style-type: none"> a. The actions/activities which the records are generated by, or documented, are identified b. The boundaries of the activities are identified from the records and checked against a functional analysis of the organisation c. The records are matched to the functions for which the records creators are responsible d. Date-ranges for the records are determined from the records, supplemented where necessary from external sources e. Changes to the activities/function are documented over the time period of the records

<p>4. Analyse and describe the record keeping system in which the records are created to identify the series</p>	<ul style="list-style-type: none"> a. Elements of the record keeping system(s) are identified from the records and documented b. The records series is/are identified and documented in accordance with the organisation's standards and procedures c. The history and context of the records system is documented in accordance with organisational standards and procedures
<p>5. Describe the links between record keeping series</p>	<ul style="list-style-type: none"> a. Related record series which make up the records series system are identified from analysis of the available source information and the records themselves b. Predecessor and subsequent records series are described to place the series in its chronological context c. Anomalies to the normal order of the series are described
<p>6. Describe the anomalies to the normal order of the series</p>	<ul style="list-style-type: none"> a. Anomalies which have occurred over time to the systemic order of the series are identified from analysis of the available source information and the records themselves b. Any anomalies to the systemic order of the series are described and corrected in the way the records are maintained in accordance with organisational procedures c. Where they are identifiable, the causes of the anomalies which have occurred over time are described
<p>7. Document the records series and its relationships over time</p>	<ul style="list-style-type: none"> a. Documentation is complete, including all available information and analysis results b. Documentation is formatted to enable easy access for following researchers and users

Range Of Variables

DOCUMENT A RECORDS SYSTEM

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to document a records system in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. Record system documentation may include but is not limited to: <ul style="list-style-type: none"> g.1. the administrative and functional context over time g.2. the identity of the creators g.3. the links to other related series g.4. the record keeping system h. Records may range from: <ul style="list-style-type: none"> h.1. single series to multiple series in a system h.2. complexity of records creating context (multiple changes over time) h.3. complexity of system including anomalies and exception to system rules h.4. multiplicity of activities h.5. date-range and size of records series h.6. in various formats including paper, electronic storage media, structured; free text, graphic i. Hazards in the work area may include exposure to: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. protective clothing j.5. high visibility clothing

Range Of Variables (continued)

DOCUMENT A RECORDS SYSTEM

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> k. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding l. Communication in the work area may include: <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. barcode readers l.5. electronic data interchange (EDI) l.6. RF systems l.7. oral, aural or signed communications m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the security and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management

Range Of Variables (continued)

DOCUMENT A RECORDS SYSTEM

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to records managementa.2. relevant Australian Standards relating to records managementa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. privacy and confidentiality legislation and regulationsa.6. Freedom of Information regulationsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislationa.8. workers compensation regulations

DOCUMENT A RECORDS SYSTEM

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and locate the records creators and their accountability requirements a.2. identify the activities/functions documented by the records a.3. analyse and describe the record keeping system in which the records are created to identify the series a.4. identify and describe the links between record keeping systems a.5. describe the anomalies to the normal order of the series a.6. identify anomalies which have occurred over time to the systemic order of the series from analysis of the available source information and the records themselves a.7. document the records series and its relationships over time a.8. use appropriate workplace language and communication technologies
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the documentation of a records system b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the documentation of a records system including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the documentation of a records system e. Problems that may occur when documenting a records system and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the documentation of a records system and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the documentation of a records system m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and information relevant to the documentation of a records system p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

DOCUMENT A RECORDS SYSTEM

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to document a records system, and/or a.2. document a records system in an appropriate records management context
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. identifying and locating the records creators a.2. identifying the activities/function documented by the records a.3. analysing and describing the record keeping system a.4. identifying and describing the links between record keeping systems a.5. describing the anomalies to the normal order of the series a.6. documenting the records series and its relationships over time b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions for the documentation of a records system (including security and confidentiality procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. waste minimisation and environmental protection procedures c. Action is taken promptly to report any difficulties in the documentation of a records system in accordance with relevant regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
3	2	1	1	2	3	1

DESCRIPTION:

This unit involves the skills and knowledge required to identify and classify records to be captured in accordance with workplace requirements including identifying records to be captured, classifying records, and registering records.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify records to be captured</p>	<ul style="list-style-type: none"> a. Incoming material is categorised in accordance with organisational procedures for records which are to be captured b. Storage for records including specific environmental conditions and accessibility requirements are noted and actioned as required c. Activity documented by the record is identified from the elements of the record in accordance with organisational procedures d. Area or action officer to which the record needs to go is identified from elements of the record or its content and staff list, in accordance with organisational procedures e. Incoming material is assessed against organisational checklist to identify what material needs to be captured f. Material which does not need to be registered is dealt with in accordance with organisational procedures g. Where required by organisation procedures, the format/media of the record is modified in accordance with organisation requirements and procedures
<p>2. Classify the record</p>	<ul style="list-style-type: none"> a. The identified transaction/action/activity documented by the record is matched to the organisation's classification scheme b. The full classification of the record is selected in accordance with the system's rules and organisational procedures c. The classified record is linked to other records in the system in accordance with the system's rules and organisational procedures d. Indexing points (cross-reference terms) are selected for the record in accordance with the system's rules and organisational procedures
<p>3. Register the record</p>	<ul style="list-style-type: none"> a. Unique identifier is selected for record in accordance with organisational procedures and record keeping system rules b. Record is registered into record keeping system with title, description, details of record creator, immediate location and any other control information to fulfil the system requirements in accordance with organisational procedures c. Access and security status are determined in accordance with organisational procedures and documented in accordance with record keeping system rules d. Disposal status of the record is determined and recorded in accordance with the record keeping system's rules and organisational procedures e. Record is forwarded to its appropriate location, which is recorded in accordance with the system rules and organisational procedures

Range Of Variables

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to identify and classify records to be captured as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be electronic, paper-based, microform; graphic; mainframe or PC-based applications f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The record identification and classification process is conducted as part of records management activities with the operator using discretion and judgement within established procedures h. Access status of records may be: <ul style="list-style-type: none"> h.1. confidential h.2. high security (restricted) h.3. open i. Records may be registered (captured) into: <ul style="list-style-type: none"> i.1. current records systems i.2. archival control systems i.3. business systems i.4. storage facilities systems j. Storage may be: <ul style="list-style-type: none"> j.1. centralised or decentralised j.2. off-line or off-site j.3. in-house or out-sourced j.4. commercial storage service or government repository j.5. CD storage j.6. imaging systems j.7. microform j.8. audio-visual/multimedia formats with special storage requirements (temperature controlled, dust-free, strict air-conditioning specifications)

Range Of Variables (continued)

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Hazards in the work area may include:</p> <ul style="list-style-type: none"> k.1. height and reach implications of storage facilities k.2. dust and vapours k.3. stationary and moving equipment, parts and materials k.4. noise, light, energy sources k.5. electrical equipment k.6. humidity, air temperature, radiant heat k.7. debris on floor k.8. faulty racking k.9. poorly stacked records or boxes k.10. faulty equipment <p>l. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding</p> <p>m. Communication in the work area may include:</p> <ul style="list-style-type: none"> m.1. phone m.2. fax m.3. e-mail/Internet m.4. electronic data interchange (EDI) m.5. RF systems m.6. barcode readers m.7. oral, aural or signed communications <p>n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established or standard procedures <p>o. Consultative processes may involve:</p> <ul style="list-style-type: none"> o.1. workplace personnel including supervisors and managers o.2. customers/clients o.3. suppliers and contractors o.4. union representatives o.5. industrial relations and OHS specialists o.6. other professional or technical staff <p>p. Personal protection equipment may include:</p> <ul style="list-style-type: none"> p.1. gloves p.2. safety headwear and footwear p.3. safety glasses p.4. protective clothing p.5. high visibility clothing

Range Of Variables (continued)

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the privacy and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify records to be captured a.2. classify records a.3. register records a.4. analyse process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the identification and classification of records to be captured as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the identification and classification of records to be captured including policies on privacy, confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the identification and classification of records to be captured as part of a records management process e. Problems that may occur with the identification and classification of records to be captured and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the identification and classification of records to be captured and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment and consumables for the identification and classification of records to be captured m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and information relevant to the identification and classification of records to be captured p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to identify and classify records to be captured as part of a records management process, and/or</p> <p>a.2. identify and classify records to be captured in a range of records management contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and classifying records to be captured</p> <p>a.2. registering records</p> <p>a.3. analysing process functions and problems</p> <p>a.4. locating, interpreting and applying relevant information</p> <p>a.5. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures for the identification and classification of records to be captured (including privacy and confidentiality procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in the destruction of records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	1	2	2	2	1

TDDT498B MAINTAIN CONTROL OF RECORDS

Field T Records

DESCRIPTION:

This unit involves the skills and knowledge required to maintain control of records in accordance with workplace requirements including tracking records, conducting file audits, preparing reports from a records system, preparing staff lists, and implementing disaster recovery procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Track record	<ul style="list-style-type: none"> a. Unique identifier of record to be located is determined from request or instructions b. Location of record is obtained from records system in accordance with records system rules and organisational procedures c. History of record location is obtained from records system in accordance with records system rules and organisational procedures d. Information about record is obtained from records system in accordance with records system rules and organisational procedures e. Information about the record is updated and amended in accordance with organisational procedures f. All transactions on the records system are completed within the designated timeframe
2. Conduct a file audit	<ul style="list-style-type: none"> a. Files are physically located with action officer and in storage areas in accordance with supervisor's instructions b. Discrepancies between nominal and actual record locations are identified c. Supervisor is clearly/specifically informed/notified of any discrepancies and/or issue d. Unacceptable record keeping practices are observed and noted during the audit activities in accordance with organisational procedures e. Information about any anomalous record is updated and amended in accordance with organisational procedures f. Reconciliation statement is prepared and forwarded to supervisor in accordance with organisational procedures and records system's procedures
3. Prepare reports from records system	<ul style="list-style-type: none"> a. Reports are prepared from system in accordance with supervisor's instructions or requests b. Reports are prepared in accordance with workplace procedures and records system's procedures c. All reports from the records system are prepared within the designated timeframe

4. Prepare staff lists	<ul style="list-style-type: none"> a. Staff and user lists are checked and updated to accord with the current locations and designations of organisational staff members in accordance with supervisor's instructions b. Staff and user lists are duplicated and circulated to all those requiring copies in accordance with supervisor's instructions
5. Implement disaster recovery procedures	<ul style="list-style-type: none"> a. Policies and procedures are identified for disaster recovery b. Recovery actions are undertaken in accordance with workplace procedures and scope of authority c. Appropriate personnel are informed of actions taken in accordance with workplace procedures

Range Of Variables

MAINTAIN CONTROL OF RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to maintain control of records as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The record control process is conducted as part of records management activities with the operator using discretion and judgement within established procedures h. Record information to be updated may come from: <ul style="list-style-type: none"> h.1. supervisor h.2. user h.3. file transfer slips h.4. action officers h.5. results of file audit h.6. requests i. Standard reports prepared from the record keeping system may include: <ul style="list-style-type: none"> i.1. statistics i.2. resubmits for following day i.3. over due action reports i.4. daily correspondence j. Those requiring copies of staff/user lists may include: <ul style="list-style-type: none"> j.1. managers of record keeping areas j.2. those undertaking classification and capture k. OHS requirements include manual handling, protective clothing and elimination/control of hazards l. Communication in the work area may include: <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. electronic data interchange (EDI) l.5. RF systems l.6. barcode readers l.7. oral, aural or signed communications

Range Of Variables (continued)

MAINTAIN CONTROL OF RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures <p>n. Consultative processes may involve:</p> <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff <p>o. Hazards in the work area may include:</p> <ul style="list-style-type: none"> o.1. height and reach implications of storage facilities o.2. dust and vapours o.3. stationary and moving equipment, parts and materials o.4. noise, light, energy sources o.5. electrical equipment o.6. humidity, air temperature, radiant heat o.7. debris on floor o.8. faulty racking o.9. poorly stacked records or boxes o.10. faulty equipment <p>p. Personal protection equipment may include:</p> <ul style="list-style-type: none"> p.1. gloves p.2. safety headwear and footwear p.3. safety glasses p.4. protective clothing p.5. high visibility clothing
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the privacy and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management

Range Of Variables (continued)

MAINTAIN CONTROL OF RECORDS

VARIABLE	SCOPE
4. Applicable regulations and legislation	<ul style="list-style-type: none">a. Applicable regulations and legislation may include:<ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to records managementa.2. relevant Australian Standards relating to records managementa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. privacy and confidentiality legislation and regulationsa.6. Freedom of Information regulationsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislationa.8. workers compensation regulations

MAINTAIN CONTROL OF RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. track records a.2. conduct a file audit a.3. prepare reports from records system a.4. prepare staff lists a.5. implement a disaster recovery a.6. analyse destruction process functions and problems a.7. use appropriate workplace language and communication technologies a.8. locate, interpret and apply relevant information a.9. identify and safely handle tools, products and materials a.10. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the maintenance of control of records as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the maintenance of control of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the maintenance of control of records as part of a records management process e. Problems that may occur with the maintenance of control of records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the maintenance of control of records and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the maintenance of control of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and information relevant to the maintenance of control of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

MAINTAIN CONTROL OF RECORDS

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to maintain control of records as part of a records management process, and/or</p> <p>a.2. maintain control of records in a range of records management situations</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. tracking records</p> <p>a.2. conducting a file audit</p> <p>a.3. preparing reports from records system</p> <p>a.4. preparing staff lists</p> <p>a.5. implementing a disaster recovery</p> <p>a.6. locating, interpreting and applying relevant information</p> <p>a.7. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the maintenance of control of records (including confidentiality, security and housekeeping procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in the maintenance of control of records in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	2

DESCRIPTION:

This unit involves the skills and knowledge required to provide information from and about records in accordance with workplace procedures including identifying the range of records required, gathering the required records, interpreting and administering access rules and procedures, and providing the information in response to users' requests.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify range of records required</p>	<p>a. The specific information required by the user is identified from interpretation of the user's request and clarified where initial request is unclear</p> <p>b. Range of records likely to contain the information required by the user is identified from analysis of the request</p> <p>c. The availability of the required records is accessed using appropriate finding aids and record keeping system</p> <p>d. Where the information required exceeds the staff member's ability to meet the request, the user is referred to an appropriate colleague or external organisation</p>
<p>2. Gather required records</p>	<p>a. Range of records likely to contain the information required by the user is obtained and analysed for the required information content</p> <p>b. Information is extracted, where required, and information is prepared in line with the request</p> <p>c. Specific records satisfying the requirements of the user are gathered together in accordance with organisational procedures</p> <p>d. Records are tracked to record change in location and use by the requesting user in accordance with the record keeping system rules and organisational procedures</p> <p>e. Any obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline agreed</p>
<p>3. Interpret and administer access rules and procedures</p>	<p>a. Person requesting the record is identified and access rules and procedures category confirmed in accordance with organisational procedures</p> <p>b. Access restriction rules and guidelines are applied to the records requested and to match the access category of the user</p> <p>c. Where access restriction rules and guidelines prevent access to the user, the decision is recorded and the user is informed of their rights to a review of the decision</p> <p>d. Where partial restriction to access is determined, the portions of the records or information which must be restricted are identified and documented, together with the basis of the restriction</p>

4. Provide the information in response to users' requests
 - a. Where appropriate, specific records, or portions thereof, information and/or records are protected to prevent access, in accordance with access rules and organisational procedures
 - b. Requested information is prepared for the user in an appropriate format and in accordance with the initial request and organisational procedures
 - c. All access rules, record preservation requirements, specified timelines and occupational health and safety guidelines are adhered to
 - d. The records retrieved and used to provide information are documented according to the system rules and organisational procedures

Range Of Variables

PROVIDE INFORMATION FROM AND ABOUT RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to provide information from or about records as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The information service is conducted as part of records management activities with the operator using discretion and judgement within established procedures. Boundaries of requests under Freedom of Information legislation and precedents may need to be considered. Interpretation of access clearances and privacy restrictions for records within particular levels of access and associated security releases may be required. h. Appropriate format for provision of information may include: <ul style="list-style-type: none"> h.1. original h.2. copy of original h.3. hard or soft copy of original h.4. digital h.5. permission to view information/record i. Hazards in the work area may include: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment

Range Of Variables (continued)

PROVIDE INFORMATION FROM AND ABOUT RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. protective clothing j.5. high visibility clothing k. OHS requirements include manual handling, protective clothing and elimination/control of hazards l. Communication in the work area may include: <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. electronic data interchange (EDI) l.5. RF systems l.6. barcode readers l.7. oral, aural or signed communications m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the privacy, confidentiality, access and security requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management

Range Of Variables (continued)

PROVIDE INFORMATION FROM AND ABOUT RECORDS

VARIABLE	SCOPE
4. Applicable regulations and legislation	a. Applicable regulations and legislation may include: <ul style="list-style-type: none">a.1. relevant codes and regulations pertaining to records managementa.2. relevant Australian Standards relating to records managementa.3. relevant State/Territory OHS legislationa.4. relevant State/Territory environmental protection legislationa.5. privacy and confidentiality legislation and regulationsa.6. Freedom of Information regulationsa.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislationa.8. workers compensation regulations

PROVIDE INFORMATION FROM AND ABOUT RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify the range of records required a.2. gather required records a.3. interpret and administer access rules and procedures a.4. provide the required information a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the provision of information from or about records as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the provision of information from or about records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the provision of information from or about records as part of a records management process e. Problems that may occur when providing information from or about records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the provision of information from or about records and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment the provision of information from or about records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions and procedures relevant to the provision of information from or about records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

PROVIDE INFORMATION FROM AND ABOUT RECORDS

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to:</p> <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to provide information from and about records as part of a records management process, and/or a.2. provide information from and about records in an appropriate records management context
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <ul style="list-style-type: none"> a.1. identifying range of records required a.2. gathering required records a.3. interpreting and administering access rules and procedures a.4. providing the required information a.5. locating, interpreting and applying relevant information a.6. applying safety precautions appropriate to the task <p>b. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions for the provision of information from or about records (including privacy and access procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies <p>c. Action is taken promptly to report any incidents or difficulties in the provision of information from or about records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>6. Context for assessment</p>	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to provide a records retrieval service in accordance with workplace requirements including locating/retrieving records required, ensuring security of records, and delivering the record or record information.

ELEMENT	PERFORMANCE CRITERIA
1. Locate/retrieve records required	<ul style="list-style-type: none"> a. Search criteria are refined in consultation with user making request, and key words (or other indexing terms) are identified to retrieve records b. Sources are searched to retrieve records according to agreed criteria c. Records are retrieved or located to match request
2. Ensure security of records	<ul style="list-style-type: none"> a. Person requesting the record is identified and access category confirmed in accordance with organisational procedures b. Access and security clearance documents are checked for match with category of identified person requesting the record c. Where access is denied, the user is informed of the denial in accordance with organisational procedures
3. Deliver the record or record information	<ul style="list-style-type: none"> a. Where record is to be provided, it is retrieved from the storage location in accordance with record keeping system operation, organisational, and occupational health and safety procedures b. Where information about the record is to be provided, it is given to the user c. Where required by the record keeping system, records of the transaction are documented in accordance with record keeping system operation and organisational procedures d. Where records are provided to the user, the new locations are recorded in accordance with the system rules and organisational procedures e. Record, or record information is delivered to the authorised person within the specified timeframes

Range Of Variables

PROVIDE RECORDS RETRIEVAL SERVICE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to provide a records retrieval service as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The record retrieval service is conducted as part of records management activities with the operator using discretion and judgement within established procedures h. Requests may be written, verbal, computer-generated or system-generated i. Information about the record may include location or a unique identifier j. Hazards in the work area may include: <ul style="list-style-type: none"> j.1. height and reach implications of storage facilities j.2. dust and vapours j.3. stationary and moving equipment, parts and materials j.4. noise, light, energy sources j.5. electrical equipment j.6. humidity, air temperature, radiant heat j.7. debris on floor j.8. faulty racking j.9. poorly stacked records or boxes j.10. faulty equipment k. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. protective clothing j.5. high visibility clothing l. OHS requirements include manual handling, protective clothing, and elimination/control of hazards

Range Of Variables (continued)

PROVIDE RECORDS RETRIEVAL SERVICE

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>m. Communication in the work area may include:</p> <ul style="list-style-type: none"> m.1. phone m.2. fax m.3. e-mail/Internet m.4. electronic data interchange (EDI) m.5. RF systems m.6. barcode readers m.7. oral, aural or signed communications <p>n. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> n.1. company procedures n.2. enterprise procedures n.3. organisational procedures n.4. established or standard procedures <p>o. Consultative processes may involve:</p> <ul style="list-style-type: none"> o.1. workplace personnel including supervisors and managers o.2. customers/clients o.3. suppliers and contractors o.4. union representatives o.5. industrial relations and OHS specialists o.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including privacy and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

PROVIDE RECORDS RETRIEVAL SERVICE

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. locate/retrieve records required including the use of appropriate finding aids a.2. ensure security of records a.3. deliver the record or record information a.4. analyse retrieval process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the provision of a records retrieval service as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the provision of a records retrieval service including policies on privacy, confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the provision of a records retrieval service as part of a records management process e. Problems that may occur when providing a records retrieval service and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the provision of a records retrieval service and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the provision of a records retrieval service m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to providing a records retrieval service p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

PROVIDE RECORDS RETRIEVAL SERVICE

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to provide a records retrieval service as part of a records management process, and/or</p> <p>a.2. provide a records retrieval service in a range of records management situations</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. locating/retrieving records required</p> <p>a.2. ensuring security of records</p> <p>a.3. delivering the record or record information</p> <p>a.4. analysing retrieval process functions and problems</p> <p>a.5. locating, interpreting and applying relevant information</p> <p>a.6. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the provision of a records retrieval service (including privacy and confidentiality procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in provision of a records retrieval service in accordance with workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	1	1	1	1	2

DESCRIPTION:

This unit involves the skills and knowledge required to sentence records within a workplace records system in accordance with workplace requirements including identifying records for sentencing, examining records for sentencing, selecting disposal status for records, and recording the disposal status.

ELEMENT	PERFORMANCE CRITERIA
1. Identify records for sentencing	<ul style="list-style-type: none"> a. Records on which action is complete are located, removed, or copied from the active record keeping system, in accordance with organisational procedures b. Records are identified from request or supervisor's instructions
2. Examine records for sentencing	<ul style="list-style-type: none"> a. Any record on which action is not complete is returned to active record keeping system in accordance with organisational procedures b. Activity, group of related activities, or groups of transactions documented by the records are correctly identified at the appropriate level in accordance with organisational procedures c. Client is consulted concerning sentencing date and proposed actions for records is confirmed by client
3. Select disposal status for records	<ul style="list-style-type: none"> a. The disposal class is identified for the record in the records authorised schedule applicable to the activity or transactions b. Records are identified for further periods of retention, calculated in accordance with organisational procedures or for immediate destruction c. The items identified for immediate destruction are separated from the rest of the body of records d. Items which cannot be sentenced are handled in accordance with organisational disposal procedures
4. Record the disposal status	<ul style="list-style-type: none"> a. The disposal status, disposal action and date of disposal action are recorded with the record keeping system in accordance with organisational disposal procedures and record keeping system's rules

Range Of Variables

SENTENCE RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to sentence records as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may include: <ul style="list-style-type: none"> e.1. a simple records series (single disposal class in disposal authority) e.2. a number of simple series; form-based records (e.g. financial or personnel transactions limited range of activities in the records) e.3. action that is either complete or includes sentencing that may be part of the capture process e.4. media that is paper-based, electronic or other format f. The record sentencing process is conducted as part of records management activities with the operator using discretion and judgement within established procedures g. Operating environment may include: <ul style="list-style-type: none"> g.1. operating under supervision g.2. working as a team effort g.3. working solo g.4. a sentencing process encompassing review with team procedures ensuring consistency h. Hazards in the work area may include: <ul style="list-style-type: none"> h.1. height and reach implications of storage facilities h.2. dust and vapours h.3. stationary and moving equipment, parts and materials h.4. noise, light, energy sources h.5. electrical equipment h.6. humidity, air temperature, radiant heat h.7. faulty racking h.8. poorly stacked records or boxes h.9. faulty equipment i. Personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. protective clothing j. OHS requirements include manual handling, protective clothing, and elimination/control of hazards

Range Of Variables (continued)

SENTENCE RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>k. Communication in the work area may include:</p> <ul style="list-style-type: none"> k.1. phone k.2. fax k.3. e-mail/Internet k.4. electronic data interchange (EDI) k.5. RF systems k.6. barcode readers k.7. oral, aural or signed communications <p>l. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> l.1. company procedures l.2. enterprise procedures l.3. organisational procedures l.4. established or standard procedures <p>m. Consultative processes may involve:</p> <ul style="list-style-type: none"> m.1. workplace personnel including supervisors and managers m.2. customers/clients m.3. suppliers and contractors m.4. union representatives m.5. industrial relations and OHS specialists m.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including privacy and confidentiality requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

SENTENCE RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify and examine records to be sentenced a.2. select disposal status for records a.3. sentence records a.4. record the sentencing status a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the sentencing of records as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the sentencing of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the sentencing of records as part of a records management process e. Problems that may occur when sentencing records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the sentencing of records and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the sentencing of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the sentencing of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

SENTENCE RECORDS

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to sentence records as part of a records management process, and/or</p> <p>a.2. sentence records in an appropriate records management context</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying and examining records to be sentenced</p> <p>a.2. selecting disposal status for records</p> <p>a.3. sentencing records</p> <p>a.4. recording the sentencing status</p> <p>a.5. locating, interpreting and applying relevant information</p> <p>a.6. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the sentencing of records (including privacy, confidentiality and security procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any accidents, incidents or difficulties in the sentencing of records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to undertake a records disposal program in accordance with workplace requirements including preparing for disposal activities, undertaking disposal activities, supervising disposal actions, and seeking approval for disposal actions.

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for disposal activities	<ul style="list-style-type: none"> a. Records or areas where records are due for disposal action are identified from request or schedule b. Resources needed to undertake the program are assembled in the location and at the time required
2. Undertake disposal activities	<ul style="list-style-type: none"> a. Records are assessed to determine what disposal action can be undertaken immediately, whether records need to be sentenced or reviewed, and whether any records need to be appraised b. Disposal actions are distributed and delegated to be conducted in accordance with organisational rules, guidelines and procedures c. Quality control measures are undertaken in accordance with organisational procedures to ensure consistency in determining disposal status and retention periods d. Certificate of destruction documentation is completed and information provided to client as required
3. Supervise disposal actions	<ul style="list-style-type: none"> a. Disposal sentences referred by delegates are reviewed and disposal actions determined from existing schedules or from appraisal results b. Checks are made to ensure that disposal decisions are recorded in the record keeping system and that disposal actions taken are in accord with the decisions recorded
4. Seek approval for disposal actions	<ul style="list-style-type: none"> a. Approval is sought from the appropriate individual/body for disposal actions b. Records which are no longer required for any purpose are destroyed in accordance with approval and organisational procedures c. Records which need to be kept for a further period are stored in accordance with organisational records storage requirements d. All disposal actions are recorded and authorised in accordance with organisational procedures and record keeping system requirements

Range Of Variables

UNDERTAKE DISPOSAL PROGRAM

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to a records management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures when undertaking a disposal program as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The records disposal program is conducted as part of records management activities with the operator using discretion and judgement within established procedures h. Range of records may include: <ul style="list-style-type: none"> h.1. single series h.2. multiple series h.3. multiple systems h.4. in various formats including paper; electronic storage media; structured; free text; graphic i. Hazards in the work area may include: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. protective clothing k. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding

Range Of Variables (continued)

UNDERTAKE DISPOSAL PROGRAM

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>i. Communication in the work area may include:</p> <ul style="list-style-type: none"> i.1. phone i.2. fax i.3. e-mail/Internet i.4. electronic data interchange (EDI) i.5. RF systems i.6. barcode readers i.7. oral, aural or signed communications <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures <p>n. Consultative processes may involve:</p> <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including confidentiality and security requirements a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

UNDERTAKE DISPOSAL PROGRAM

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. prepare for and undertake disposal activities a.2. supervise disposal actions a.3. seek approval for disposal actions a.4. analyse disposal process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to disposal of records within a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the disposal of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the disposal of records as part of a records management process e. Problems that may occur when undertaking the disposal of records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in a records disposal program and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the disposal of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions and procedures relevant to the disposal of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

UNDERTAKE DISPOSAL PROGRAM

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake a records disposal program as part of a records management process, and/or</p> <p>a.2. undertake a records disposal program in an appropriate records management context</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. preparing for and undertaking disposal activities</p> <p>a.2. supervising disposal actions</p> <p>a.3. seeking approval for disposal actions</p> <p>a.4. analysing disposal process functions and problems</p> <p>a.5. locating, interpreting and applying relevant information</p> <p>a.6. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations, including ADG Code</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for a records disposal program (including confidentiality, security and housekeeping procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in the disposal of records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	1

DESCRIPTION:

This unit involves the skills and knowledge required to undertake the movement of records in accordance with workplace requirements including selecting records for movement, maintaining control of records, and transferring records as required.

ELEMENT	PERFORMANCE CRITERIA
1. Select records for movement	<ul style="list-style-type: none"> a. Reason for the movement is understood and clarified if necessary a. Specific records to be moved are identified from the instructions and supporting documentation, and located b. Records are retrieved from storage location, or flagged in the system, in accordance with workplace procedures, legal requirements, and occupational health and safety procedures
2. Maintain control of records	<ul style="list-style-type: none"> a. Transfer documentation is prepared by recording the unique identifiers of the records to be moved in a form compliant with the workplace rules and procedures for the transfer of custody, ownership and/or responsibility of records b. Records are prepared for movement in accordance with the requirements of their storage medium c. Identifying documentation for records is retained for organisational records and a copy retained with the records themselves during transit d. Where appropriate, transit locations for records to be moved are recorded in the location control system
3. Transfer records	<ul style="list-style-type: none"> a. Method, timeframe and personnel to undertake the movement is determined in accordance with workplace procedures and the records requirements b. The relocation of the records is documented in the location control system and other systems in accordance with organisational procedures c. The movement of the records is completed and documented in accordance with workplace procedures d. Proof of receipt is obtained and forwarded to the appropriate authority (where required)

Range Of Variables

UNDERTAKE MOVEMENT OF RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to the movement of records within a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to the movement of records as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Record storage may be: <ul style="list-style-type: none"> e.1. centralised or decentralised e.2. off-line or off-site e.3. in-house or out-sourced e.4. commercial storage service or government repository e.5. CD storage e.6. imaging systems e.7. microform e.8. audio-visual multimedia formats with special storage requirements (e.g. temperature controlled, dust-free, strict air-conditioning specifications) f. The record movement process is conducted as part of records management activities with the operator using discretion and judgement within established procedures g. Key aspects of the process may include: <ul style="list-style-type: none"> g.1. request for movement may be written, verbal, computer-generated or system-generated g.2. paper, microform or audio-visual/multimedia records may be boxed for movement g.3. electronic records may be flagged and copied to new database for storage off-line or in new medium h. Information relating to the transfer may include: <ul style="list-style-type: none"> h.1. locations h.2. dates h.3. titles h.4. destination h.5. originating organisation h.6. approving officer h.7. who undertook the transfer h.8. method to be used h.9. range of record unique identifiers

Range Of Variables (continued)

UNDERTAKE MOVEMENT OF RECORDS

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<ul style="list-style-type: none"> i. Hazards in the work area may include: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing k. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding l. Communication in the work area may include: <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. electronic data interchange (EDI) l.5. RF systems l.6. barcode readers l.7. oral, aural or signed communications m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff

Range Of Variables (continued)

UNDERTAKE MOVEMENT OF RECORDS

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the ADG Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

UNDERTAKE MOVEMENT OF RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. select records for movement a.2. maintain control of records a.3. transfer records a.4. analyse record movement process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the movement of records as part of a records management system b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the movement of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the movement of records as part of a records management system e. Problems that may occur when moving records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the movement of records and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the destruction of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions and procedures relevant to the movement of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

UNDERTAKE MOVEMENT OF RECORDS

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to undertake the movement of records as part of a records management process, and/or</p> <p>a.2. undertake the movement of records in a range of records management contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. selecting records for movement</p> <p>a.2. maintaining control of records</p> <p>a.3. transferring records</p> <p>a.4. analysing record movement process functions and problems</p> <p>a.5. locating, interpreting and applying relevant information</p> <p>a.6. applying safety precautions appropriate to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant codes of practice and regulations Code</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace procedures and instructions for the movement of records (including confidentiality, security and housekeeping procedures)</p> <p>b.4. manufacturer's instructions for the use of equipment</p> <p>b.5. procedures for the use of personal protection equipment</p> <p>b.6. customer service and quality assurance procedures and policies</p> <p>b.7. waste minimisation and environmental protection procedures</p> <p>c. Action is taken promptly to report any difficulties in the movement of records in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	1	1

DESCRIPTION:

This unit involves the skills and knowledge required to destroy records in accordance with workplace requirements including collecting records to be destroyed, selecting destruction mode, destroying records, and documenting procedures.

ELEMENT	PERFORMANCE CRITERIA
1. Collect records to be destroyed	<ul style="list-style-type: none"> a. Records for destruction are verified and assembled b. Confirmation of destruction requirement is sought and obtained c. Records are bundled, marked or labelled for destruction in line with organisational procedures d. Destruction mode is confirmed from workplace documents
2. Select destruction mode	<ul style="list-style-type: none"> a. Records are assembled and made ready for destruction b. Arrangements for records to be destroyed off site (where required) are undertaken in accordance with workplace procedures c. Suitable controlled or secure environment is selected for handling/storage of documents to be destroyed
3. Destroy records	<ul style="list-style-type: none"> a. Confirmation of actions is obtained b. Bundles of documents are checked for identification c. Selected destruction method is used maintaining security, personal safety and environmental protection d. Shredded and pulped records are collected for recycling e. Electronic recording systems are checked to confirm erasure of required documents
4. Document procedures	<ul style="list-style-type: none"> a. Documentation of completed operations is completed b. Clients are notified of actions taken c. Workplace records are updated to reflect activities undertaken d. Off site destruction is confirmed with appropriate personnel

Range Of Variables

DESTROY RECORDS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with regulations and workplace requirements relevant to the destruction of records within a record management process b. Work is generally performed under some supervision, within a team/group environment c. Work involves the application of regulatory requirements and workplace procedures to destroy records as part of record management processes in the transport, warehousing, distribution and/or storage industries
2. Worksite environment	<ul style="list-style-type: none"> a. Work may be conducted in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites d. Workplace environment may include movement of equipment, goods, products, materials and vehicular traffic e. Records may be paper- or electronically-based f. Storage requirements may include records in various modes such as paper-based, computer disks and reels, CD-ROM, microfiche, film and audio g. The record destruction process is conducted as part of records management activities with the operator using discretion and judgement within established procedures. Paper based records may need to be separated from packaging before shredding, pulping or recycling. h. Methods of destruction may include: <ul style="list-style-type: none"> h.1. pulping h.2. shredding h.3. incineration h.4. recycling h.5. electronic data erasure i. Hazards in the work area may include: <ul style="list-style-type: none"> i.1. height and reach implications of storage facilities i.2. dust and vapours i.3. stationary and moving equipment, parts and materials i.4. noise, light, energy sources i.5. electrical equipment i.6. humidity, air temperature, radiant heat i.7. debris on floor i.8. faulty racking i.9. poorly stacked records or boxes i.10. faulty equipment j. Personal protection equipment may include: <ul style="list-style-type: none"> j.1. gloves j.2. safety headwear and footwear j.3. safety glasses j.4. two-way radios j.5. high visibility clothing

Range Of Variables (continued)

DESTROY RECORDS

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> k. OHS requirements include manual handling, protective clothing, elimination/control of hazards, machine isolation and machine guarding l. Communication in the work area may include: <ul style="list-style-type: none"> l.1. phone l.2. fax l.3. e-mail/Internet l.4. barcode readers l.5. oral, aural or signed communications m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established or standard procedures n. Consultative processes may involve: <ul style="list-style-type: none"> n.1. workplace personnel including supervisors and managers n.2. customers/clients n.3. suppliers and contractors n.4. union representatives n.5. industrial relations and OHS specialists n.6. other professional or technical staff
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. job specifications and workplace operating procedures a.2. relevant Australian or international standards pertaining to records management a.3. storage specifications and requirements a.4. manufacturer's specifications for equipment/tools a.5. supplier and/or client instructions a.6. codes of practice including the National Standards for Manual Handling and the Industry Safety Code a.7. relevant regulations including the ADG Code a.8. award, enterprise bargaining agreement, other industrial arrangements a.9. standards and certification requirements a.10. emergency procedures a.11. quality assurance standards for records management
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant codes and regulations pertaining to records management a.2. relevant Australian Standards relating to records management a.3. relevant State/Territory OHS legislation a.4. relevant State/Territory environmental protection legislation a.5. privacy and confidentiality legislation and regulations a.6. Freedom of Information regulations a.7. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.8. workers compensation regulations

DESTROY RECORDS

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. collect records to be destroyed a.2. select destruction mode a.3. destroy records a.4. analyse destruction process functions and problems a.5. use appropriate workplace language and communication technologies a.6. locate, interpret and apply relevant information a.7. identify and safely handle tools, products and materials a.8. apply safety precautions appropriate to the task
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Regulations relevant to the destruction of records as part of a records management process b. Relevant OHS and environmental protection procedures and guidelines c. Workplace procedures and policies for the destruction of records including policies on confidentiality and security of information and records d. Focus of operation of work systems, equipment, management and site operating systems for the destruction of records as part of a records management process e. Problems that may occur when destroying records and appropriate action that can be taken to resolve the problems f. Operational workflow within a records management system g. Types of equipment used in the destruction of records and the precautions and procedures that should be followed in their use h. Housekeeping standards and procedures required in the workplace i. Site layout and obstacles j. Ability to use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. k. Ability to maintain security and confidentiality of material l. Ability to identify, select and efficiently and effectively use equipment for the destruction of records m. Ability to plan own work including predicting consequences and identifying improvements n. Ability to read and comprehend simple statements in English o. Ability to read and interpret instructions, procedures and labels relevant to the destruction of records p. Ability to use required personal protective clothing and equipment conforming to industry and OHS standards

Evidence Guide (continued)

DESTROY RECORDS

4. Resource implications	<ul style="list-style-type: none"> a. Access is required to opportunities to: <ul style="list-style-type: none"> a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to destroy records as part of a records management process, and/or a.2. destroy records in a range of records management situations
5. Consistency in performance	<ul style="list-style-type: none"> a. Applies underpinning knowledge and skills when: <ul style="list-style-type: none"> a.1. collecting records to be destroyed a.2. selecting destruction mode a.3. destroying records a.4. analysing destruction process functions and problems a.5. locating, interpreting and applying relevant information a.6. applying safety precautions appropriate to the task b. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> b.1. relevant codes of practice and regulations, including ADG Code b.2. OHS regulations and hazard prevention policies and procedures b.3. workplace procedures and instructions for the destruction of records (including security and housekeeping procedures) b.4. manufacturer's instructions for the use of equipment b.5. procedures for the use of personal protection equipment b.6. customer service and quality assurance procedures and policies b.7. waste minimisation and environmental protection procedures c. Action is taken promptly to report any accidents, incidents or difficulties in the destruction of records in accordance with OHS and regulatory requirements and workplace procedures d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel
6. Context for assessment	<ul style="list-style-type: none"> a. Assessment of this unit must be undertaken by a Registered Training Organisation: <ul style="list-style-type: none"> a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning a.2. Appropriate practical assessment must occur: <ul style="list-style-type: none"> a.2.1. at the Registered Training Organisation, and/or a.2.2. in an appropriate work situation

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	1	2	2	1	2	2

**TDTU101A IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION
POLICIES AND PROCEDURES**

Field U Environment

DESCRIPTION:

This unit involves the skills and knowledge required to implement and monitor environmental protection policies and procedures including accessing relevant information concerning environmental protection regulations and procedures, and implementing and monitoring procedures concerning environmental hazards, related control procedures, environmental training arrangements, and required records and documentation.

ELEMENT	PERFORMANCE CRITERIA
<p>1. Access information concerning environmental protection regulations and procedures</p>	<p>a. Relevant provisions of environmental legislation and codes of practice are accurately followed</p> <p>b. Information on workplace environmental policies, procedures and programs is stored in a readily accessible location and manner</p> <p>c. Information is accurately and clearly explained to the work team and updated according to change in workplace policy</p> <p>d. Information about the outcomes of environmental risk identification and control procedures is provided to the appropriate personnel</p>
<p>2. Implement and monitor procedures concerning environmental hazards</p>	<p>a. Existing and potential environmental hazards in the workplace are identified and reported</p> <p>b. Identified hazards are assessed in relation to relevant environmental protection policies</p> <p>c. Workplace procedures for dealing with hazardous events are implemented wherever necessary to ensure that prompt control action is taken</p> <p>d. Hazardous events are investigated to identify causes, and control measures are implemented to prevent recurrence and minimise risks of such events</p>
<p>3. Implement and monitor environmental control procedures</p>	<p>a. Existing environmental protection measures are implemented, monitored and reviewed</p> <p>b. Work procedures to protect environment are implemented and adherence to them by the work group is monitored</p> <p>c. Required improvements to existing control measures are identified, including required resources for implementation, and reported to appropriate personnel</p>

<p>4. Implement and monitor environmental protection training procedures</p>	<ul style="list-style-type: none"> a. Environmental protection training needs of the work group members are monitored against relevant competence and knowledge requirements b. Arrangements to meet identified training needs through both on- and off-the-job training are made with specified personnel c. Documentation and resources for environmental protection training programs are maintained in accordance with workplace procedures
<p>5. Implement and monitor environmental protection records procedures</p>	<ul style="list-style-type: none"> a. Workplace environmental protection records are accurately and legibly maintained in accordance with workplace and legal requirements for environmental protection record keeping b. Aggregate work area environment information is used to identify hazards and monitor risk control procedures within the scope of personal responsibility and competence

Range Of Variables

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with relevant State/Territory environmental protection regulations and workplace procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the environmental protection principles and regulations to implement and monitor environmental protection policies and procedures during the course of workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. Implementation and monitoring of environmental protection policies and procedures in a range of work environments by day or night b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites in the transport, warehousing, distribution and/or storage industries d. Workplace procedures for dealing with hazardous events may include: <ul style="list-style-type: none"> d.1. inspection and housekeeping d.2. training and assessment d.3. maintenance including plant and equipment d.4. purchasing d.5. evacuation d.6. hazardous substance containment d.7. operational instruction d.8. environmental information including incident and management practices d.9. consultation d.10. specific hazardous materials policies and procedures d.11. counselling and disciplinary processes d.12. risk assessment and control d.13. first aid d.14. internal and external auditing e. Environment may include: <ul style="list-style-type: none"> e.1. indoor e.2. outdoor e.3. marine e.4. atmospheric f. Environmental protection requirements may be obtained from: <ul style="list-style-type: none"> f.1. environmental hazard reports f.2. risk control procedures f.3. workplace personnel and management f.4. relevant legislation g. Environmental hazards may include: <ul style="list-style-type: none"> g.1. exhaust fumes g.2. oils and lubricants g.3. gas g.4. smoke g.5. chemicals and detergents g.6. rubbish g.7. noise g.8. wastes

Range Of Variables (continued)

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

VARIABLE	SCOPE
<p>2. Worksite environment (continued)</p>	<p>h. Servicing requirements may be obtained from:</p> <ul style="list-style-type: none"> h.1. customer requests h.2. works orders h.3. freight requirements h.4. workplace personnel <p>i. Depending on workplace context, personal protection equipment may include:</p> <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing <p>j. Personnel in the work area may include:</p> <ul style="list-style-type: none"> j.1. workplace personnel including supervisors and management j.2. site visitors j.3. contractors j.4. official representatives <p>k. Support services can include:</p> <ul style="list-style-type: none"> k.1. loading/unloading requirements k.2. load security/protection k.3. receipt personnel k.4. special vehicle access/parking <p>l. Promotional activities may include:</p> <ul style="list-style-type: none"> l.1. public relations activities l.2. press releases l.3. open days l.4. in-house newsletters l.5. publications l.6. advertising programs l.7. seminars l.8. promotional briefings <p>m. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> m.1. company procedures m.2. enterprise procedures m.3. organisational procedures m.4. established procedures

Range Of Variables (continued)

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

VARIABLE	SCOPE
<p>3. Sources of information/documents</p>	<p>a. Information/documents may include:</p> <ul style="list-style-type: none"> a.1. workplace procedures and practices related to environmental protection, including all financial, operating and customer service policies and procedures a.2. OHS and environmental protection regulations a.3. workplace housekeeping procedures and policies a.4. codes of practice for environmental protection a.5. material safety data sheets a.6. policies and procedures for entry and work in confined spaces a.7. manufacturer's instructions concerning the use and servicing of equipment a.8. supplier and/or client instructions a.9. emergency procedures a.10. regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues a.11. goods identification numbers and codes a.12. manifests, bar codes, goods and container identification a.13. relevant legislation, regulations and related documentation a.14. award, enterprise bargaining agreement, other industrial arrangements a.15. standards and certification requirements a.16. quality assurance procedures
<p>4. Applicable regulations and legislation</p>	<p>a. Applicable regulations and legislation may include:</p> <ul style="list-style-type: none"> a.1. relevant State/Territory environmental protection legislation a.2. relevant State/Territory OHS legislation a.3. ADG Code a.4. workplace relations regulations including Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation a.5. workers compensation regulations

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. communicate effectively with the workgroup a.2. identify and monitor environmental hazards in the workplace a.3. implement effective procedures for dealing with hazardous events a.4. monitor workplace adherence to environmental practices a.5. understand environmental protection requirements a.6. assist in the management of environmental protection in the workplace a.7. locate, interpret and apply relevant information a.8. work effectively with others a.9. maintain workplace records a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context a.11. follow the designated work plan for the job
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant environmental protection regulations and codes of practice b. Workplace procedures and guidelines for implementing and monitoring environmental protection c. Environmental risks associated with workplace operations and related precautions to control the risk d. Environmental protection standards required in the workplace e. Workplace environmental hazards and related hazard control measures f. Workplace reporting and recording processes and procedures g. Hierarchy of control principles for environmental risks (including preferred models for risk elimination, engineering controls, administrative controls and specific environmental protection techniques) h. Equipment and resources required when implementing and monitoring environmental protection and instructions for their use i. Problems that can occur when implementing and monitoring environmental protection procedures j. Significance of EEO principles and practice for environmental management k. Literacy levels and communication skills of those supervised l. Relevant management systems and procedures for environmental management m. Organisational structure and site layout n. Ability to: <ul style="list-style-type: none"> n.1. recognise potential environmental risks and ways of minimising them n.2. modify activities depending on differing workplace contexts, risk situations and environments n.3. counsel, advise and inform others on environmental protection matters n.4. communicate effectively both orally and in writing n.5. identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines n.6. provide leadership and supervision n.7. carry out training needs analysis relevant to workplace requirements

Evidence Guide (continued)

IMPLEMENT AND MONITOR ENVIRONMENTAL PROTECTION POLICIES AND PROCEDURES

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to implement and monitor environmental protection policies and procedures, and/or</p> <p>a.2. implement and monitor environmental protection policies and procedures in an appropriate range of operational contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. communicating with the workgroup</p> <p>a.2. identifying and monitoring environmental hazards in the workplace</p> <p>a.3. implementing procedures for dealing with hazardous events</p> <p>a.4. monitoring workplace adherence to environmental practices</p> <p>a.5. understanding environmental protection requirements</p> <p>a.6. assisting in the management of environmental protection in the workplace</p> <p>a.7. locating, interpreting and applying relevant information</p> <p>a.8. working with others</p> <p>a.9. maintaining workplace records</p> <p>a.10. following the designated work plan for the job</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. environmental protection regulations and standards</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace environmental protection policies, procedures and instructions</p> <p>b.4. equipment/vehicle manufacturer's operating and servicing instructions</p> <p>c. Action is taken promptly to report and/or rectify any accidents, incidents and/or identified problems or non-compliance concerning environmental protection in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment, personnel or the environment</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	3	3	2	1	3	2

DESCRIPTION:

This unit involves the skills and knowledge required to care for the environment when operating and maintaining equipment and/or vehicles including minimising the effects of pollution during operations, minimising the effects of pollution during maintenance, and transporting and handling environmentally hazardous materials safely and in accordance with environmental protection regulations and guidelines.

ELEMENT	PERFORMANCE CRITERIA
1. Minimise the effects of pollution during operations	<ul style="list-style-type: none"> a. Precautions are taken to ensure spilt fuel, lubricants and chemicals do not pollute the environment b. Equipment and vehicles are operated efficiently to minimise pollution of the air environment through excessive exhaust emissions c. Unnecessary running of engines/equipment is avoided to minimise pollution of the air environment d. Worksites are kept clean and tidy during work operations and the disposal of waste is in accordance with environmental regulations and workplace procedures
2. Minimise the effects of pollution during maintenance	<ul style="list-style-type: none"> a. Routine checks are conducted or organised to ensure emission control equipment on equipment/vehicle is operating correctly b. Suitable precautions are taken during the cleaning of equipment/vehicles not to pollute the environment c. Care is taken during services and maintenance operations to implement housekeeping procedures and environmental protection precautions and procedures d. Rubbish is deposited in designated rubbish disposal bins
3. Transport/handle environmentally hazardous materials safely	<ul style="list-style-type: none"> a. Material safety data sheets are completed in accordance with government regulations and workplace requirements b. Waste and effluent is disposed of in accordance with government regulations and government policy c. Environmentally hazardous materials are handled and moved in accordance with relevant regulations, workplace procedures and guidelines aimed at minimising the risk of environmental pollution d. Routes for vehicles carrying hazardous and noxious loads are planned to minimise the risk to the environment in the event of accident or spillage

Range Of Variables

CARE FOR THE ENVIRONMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> a. Work must be carried out in accordance with relevant State/Territory environmental protection regulations and workplace procedures b. Work is performed under some supervision generally within a team environment c. Work involves the application of the basic environmental protection principles and regulations to the operation and maintenance of equipment and vehicles during the course of workplace operations
2. Worksite environment	<ul style="list-style-type: none"> a. Care for the environment may be conducted in a range of work environments by day or night: b. Customers may be internal or external c. Workplaces may comprise large, medium or small worksites in the transport, warehousing, distribution and/or storage industries d. Environment may include: <ul style="list-style-type: none"> d.1. indoor d.2. outdoor d.3. marine d.4. atmospheric e. Pollutants may include: <ul style="list-style-type: none"> e.1. exhaust fumes e.2. oils and lubricants e.3. gas e.4. smoke e.5. chemicals and detergents e.6. rubbish e.7. noise e.8. wastes f. Equipment/vehicles may include: <ul style="list-style-type: none"> f.1. motor vehicles, trucks and motorcycles f.2. fixed equipment emitting exhaust fumes/gases f.3. rail locomotives and motive power units f.4. marine vessels f.5. forklifts, cranes and load shifting equipment g. Personnel in the work area may include: <ul style="list-style-type: none"> g.1. workplace personnel g.2. site visitors g.3. contractors g.4. official representatives h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: <ul style="list-style-type: none"> h.1. company procedures h.2. enterprise procedures h.3. organisational procedures h.4. established procedures

Range Of Variables (continued)

CARE FOR THE ENVIRONMENT

VARIABLE	SCOPE
2. Worksite environment (continued)	<ul style="list-style-type: none"> i. Depending on workplace context, personal protection equipment may include: <ul style="list-style-type: none"> i.1. gloves i.2. safety headwear and footwear i.3. safety glasses i.4. two-way radios i.5. high visibility clothing
3. Sources of information/documents	<ul style="list-style-type: none"> a. Information/documents may include: <ul style="list-style-type: none"> a.1. OHS and environmental protection regulations a.2. workplace housekeeping procedures and policies a.3. codes of practice for environmental protection a.4. material safety data sheets a.5. policies and procedures for entry and work in confined spaces a.6. manufacturer's instructions concerning the use and servicing of equipment a.7. supplier and/or client instructions a.8. emergency procedures a.9. regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues a.10. goods identification numbers and codes a.11. manifests, bar codes, goods and container identification a.12. relevant legislation, regulations and related documentation a.13. award, enterprise bargaining agreement, other industrial arrangements a.14. standards and certification requirements a.15. quality assurance procedures
4. Applicable regulations and legislation	<ul style="list-style-type: none"> a. Applicable regulations and legislation may include: <ul style="list-style-type: none"> a.1. relevant State/Territory environmental protection legislation a.2. relevant State/Territory OHS legislation a.3. workplace relations regulations a.4. ADG Code

CARE FOR THE ENVIRONMENT

<p>1. Critical aspects of evidence to be considered</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. follow workplace environmental protection procedures a.2. minimise the effects of pollution during operations a.3. minimise the effects of pollution during maintenance a.4. transport/handle environmentally hazardous materials safely a.5. dispose of waste materials including segregation of particular wastes and specialist requirements a.6. apply principles of reduction, re-use, recycle, recover, and appropriate repair/replace decision making processes a.7. interpret environmental reasons for maintaining clean and tidy worksites and following housekeeping and maintenance schedules a.8. maintain required workplace records including reports of pollution incidents and hazards
<p>2. Interdependent assessment of units</p>	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function</p>
<p>3. Required knowledge and skills</p>	<ul style="list-style-type: none"> a. Relevant environmental protection regulations b. Workplace procedures and guidelines for the care of the environment during workplace operations c. Environmental risks when carrying out workplace operations and related precautions to control the risk d. Environmental protection standards required in the workplace e. Site layout including location of rubbish disposal bins f. Application of relevant environmental protection regulations and requirements g. Service/maintenance procedures and checklists for equipment/vehicles h. Procedures and processes for waste and effluent regulation where applicable i. Environmental hazards and toxicity of materials typically carried in loads j. Emission control checking requirements for vehicles and relevant equipment k. Ability to modify activities depending on differing workplace contexts, risk situations and environments l. Ability to read and comprehend simple statements in English m. Ability to identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines n. Ability to follow routine service/maintenance procedures for equipment and vehicles o. Recognition of potential pollution risks and ways of minimising them

Evidence Guide (continued)

CARE FOR THE ENVIRONMENT

4. Resource implications	<p>a. Access is required to opportunities to:</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to care for the environment when completing workplace operations, and/or</p> <p>a.2. care for the environment when completing workplace operations in an appropriate range of operational contexts</p>
5. Consistency in performance	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. following workplace environmental protection workplace procedures</p> <p>a.2. minimising the effects of pollution during operations/maintenance</p> <p>a.3. transporting/handling environmentally hazardous materials safely</p> <p>a.4. disposing of waste materials including segregation of particular wastes and specialist requirements</p> <p>a.5. applying principles of reduction, re-use, recycle, recover, and appropriate repair/replace decision making processes</p> <p>a.6. interpreting environmental protection reasons for maintaining clean and tidy worksites and following housekeeping and maintenance schedules</p> <p>a.7. maintaining required workplace records including reports of pollution incidents and hazards</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. environmental protection regulations and standards</p> <p>b.2. OHS regulations and hazard prevention policies and procedures</p> <p>b.3. workplace environmental protection procedures and instructions</p> <p>b.4. equipment/vehicle manufacturer's operating and servicing instructions</p> <p>c. Action is taken promptly to report and/or rectify any accidents, incidents and/or potential difficulties concerning environmental protection in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Work is completed systematically with required attention to detail without damage to goods, equipment, personnel or the environment</p>
6. Context for assessment	<p>a. Assessment of this unit must be undertaken by a Registered Training Organisation:</p> <p>a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning</p> <p>a.2. Appropriate practical assessment must occur:</p> <p>a.2.1. at the Registered Training Organisation, and/or</p> <p>a.2.2. in an appropriate work situation</p>

KEY COMPETENCIES

Collect, Analyse & Organise Information	Communicate Ideas & Information	Plan & Organise Activities	Work with Others & in Teams	Use Mathematical Ideas & Techniques	Solve Problems	Use Technology
2	2	2	2	2	2	2

TRANSPORT AND DISTRIBUTION TRAINING PACKAGE

Transport and Distribution Administration

Contextualisation Statement

The following *Contextualisation Statement* is provided as an aid to trainers, assessors and others who need to apply cross-industry standards and standards from other industries in *Transport and Distribution Administration* contexts. It provides additional information in the form of a General Description, Range of Variables and an Evidence Guide to assist those interpreting the standards to understand critical aspects of the transport and distribution administration context including the equipment, systems, facilities and procedures involved, and critical underpinning knowledge and skills particularly related to operational and safety management issues and compliance with relevant regulatory requirements and codes.

The statement should be read in conjunction with the existing Ranges of Variables and Evidence Guides of the competency units concerned. The additional information should be used to ensure that training programs and assessment processes based on the standards, and designed for use with trainees and staff, relate meaningfully to the key aspects and requirements of the transport and distribution administration context.

GENERAL DESCRIPTION OF THE TRANSPORT AND DISTRIBUTION ADMINISTRATION CONTEXT

Transport and Distribution Administration is distinguished in a variety of ways:

- A focus on the timely, efficient, effective and legal movement, storage and delivery of goods across State/Territory, national and international borders
- Compliance with a wide range of relevant international, Australian and State/Territory regulatory requirements
- Following of effective risk management processes and procedures related to the movement, storage and delivery of goods in both domestic and international contexts
- The effective use of a range of integrated multimodal transport systems
- Use of a variety of integrated communications systems to ensure efficient, effective management of the movement, storage and delivery of consignments in accordance with customer requirements
- Safety of consigned goods and personnel is of central importance and is the focus of extensive international, national and State/Territory regulations
- Effective teamwork in the movement, storage and delivery of consignments
- The use of appropriate systems for the tracking of consignments across State/Territory, national and international borders including the use of computerised systems and the interpretation, completion and filing of required documentation and information
- The individual and collaborative identification and resolution of a range of problems that may occur during the local and international movement, storage and delivery of goods

Range Of Variables

VARIABLE	SCOPE
<p>1. General context <i>(as it applies to the competency unit concerned)</i></p>	<ul style="list-style-type: none"> a. Work must be carried out in compliance with the relevant international, Australian and State/Territory regulations pertaining to transport and distribution administration within the Road and/or Rail Transport, Distribution, Warehousing, Storage and Stevedoring Industry Sectors b. Work generally requires some supervision usually within a team environment c. Applies to those with responsibility for carrying out transport and distribution administration activities either individually or in teams
<p>2. Worksite environment <i>(as it applies to the competency unit concerned)</i></p>	<ul style="list-style-type: none"> a. Work may be undertaken in various transport and distribution administration environments in the Road and/or Rail Transport, Warehousing, Storage, Distribution and Stevedoring Industries b. Customers may be internal or external c. Operations may be conducted by day or night d. The workplace environment may involve: <ul style="list-style-type: none"> d.1. twenty four hour operation d.2. single and multi site location d.3. large, medium and small workplaces g. Forms of transport may include: <ul style="list-style-type: none"> g.1. road g.2. rail g.3. sea g.4. air g.5. local courier h. Consultative processes may involve: <ul style="list-style-type: none"> h.1. employees, supervisors and managers h.2. international and domestic agents, contacts, suppliers and current or potential clients h.3. relevant local and international authorities, government departments and institutions h.4. representatives of other enterprises and organisations related to transport and distribution administration activities h.5. industrial relations and OHS specialists h.6. professional, maintenance or technical staff i. Communications systems may involve: <ul style="list-style-type: none"> i.1. fixed and mobile telephone i.2. fax i.3. email i.4. radio i.5. electronic data transfer of information i.6. RF systems i.7. mail and internal memos

Range Of Variables (continued)

<p>2. Worksite environment <i>(as it applies to the competency unit concerned)</i></p>	<p>j. Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:</p> <ul style="list-style-type: none"> j.1. company procedures j.2. enterprise procedures j.3. organisational procedures j.4. established procedures
<p>3. Sources of information/documents <i>(as they apply to the competency unit concerned)</i></p>	<p>a. Documentation/records may include:</p> <ul style="list-style-type: none"> a.1. Australian and international codes of practice and regulations relevant to transport and distribution activities a.2. Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the ADG and IDG Code a.3. workplace standard operating procedures (SOPs) and policies a.4. operations manuals, job specifications and procedures and induction documentation a.5. documentation required to be completed under the relevant regulatory requirements a.6. guidelines and information on regulatory requirements issued by the relevant regulatory authorities a.7. Safe Working Limits (SWL) and Working Load Limits (WLL) of transport, handling and storage options a.8. supplier and/or client instructions a.9. Australian and International standards, criteria and certification requirements a.10. communications using appropriate technology and equipment as well as verbal or signed communications a.11. data and document control a.12. quality assurance standards and procedures a.13. emergency procedures a.14. relevant competency standards and training materials a.15. conditions of service, legislation and industrial agreements including workplace agreements and awards a.16. award, enterprise bargaining agreement, other industrial arrangements <p>a. Documentation/records may be in the form of:</p> <ul style="list-style-type: none"> a.1. hard copy procedures and instructions a.2. computer files/records a.3. forms and pro-forma reports a.4. operational manuals
<p>4. Workplace context</p>	<p>a. The workplace context of is defined by:</p> <ul style="list-style-type: none"> a.1. work organisation, procedures and practices a.2. relevant regulations and codes of practice and systems a.3. conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> a.3.1. workplace agreements and awards a.3.2. State, Federal or Territory legislation and related regulations as they apply to transport and distribution administration

Range Of Variables (continued)

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|---|--|
| <p>5. Applicable State/
Territory/
Commonwealth
regulations and
legislation</p> | <p>a. Applicable regulations and legislation may include</p> <ul style="list-style-type: none">a.1. regulations and codes of practice related to the organisation and administration of the domestic and international transport, movement and storage of goodsa.2. Australian and international regulations and codes of practice for the handling, storage and transfer of dangerous goods and hazardous substances, including:<ul style="list-style-type: none">a.2.1. Australian and International Dangerous Goods Codesa.2.2. Australian Marine Orders and the International Maritime Dangerous Goods Codea.2.3. IATA's 'Dangerous Goods by Air' regulationsa.2.4. Australian and International Explosives Codesa.3. other sections of the Marine Orders and other regulations administered by the Australian Maritime Safety Authority (AMSA)a.4. quarantine regulations administered by the Australian Quarantine and Inspection Service (AQIS)a.5. customs regulations (export/import/bond requirements)a.6. relevant State/Territory marine authority/port authority regulationsa.7. Australian and international standards and certification requirements relevant to transport and distribution administrationa.8. relevant State/Territory OHS and environmental protection legislationa.9. water/sewerage regulationsa.10. relevant State/Territory road traffic regulationsa.11. license, patent or copyright arrangementsa.12. workplace relations regulationsa.13. workers compensation regulations |
|---|--|

Evidence Guide

<p>1. Critical aspects of evidence to be considered <i>(as they apply to the competency unit concerned)</i></p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> a.1. identify procedures and guidelines concerning relevant regulations and codes a.2. access appropriate information on relevant regulations and codes a.3. follow procedures to ensure compliance with relevant regulations and codes a.1. identify and interpret freight customer/ client requirements a.2. follow relevant risk control procedures a.3. use appropriate systems and processes needed for transport and distribution administration a.5. complete all required documentation in accordance with regulatory and workplace requirements a.6. select and use appropriate communications and computing technology a.7. provide customer/client service and work effectively with others a.8. convey and receive information in written, verbal and computer based forms
<p>2. Interdependent assessment of units</p>	<p>a. The unit of competency may be assessed in conjunction with other units that form part of a job role of the person concerned. This may include units from both Transport and Distribution Training Package and other relevant Training Packages</p>
<p>3. Required knowledge and skills <i>(as they apply to the competency unit concerned)</i></p>	<ul style="list-style-type: none"> a. Australian and international regulations and codes of practice relevant to transport and distribution administration b. Relevant OHS and environmental protection procedures and guidelines c. Relevant customs, bond, quarantine and other legislative requirements including ADG and IMDG Code and Aviation and Marine Orders d. Workplace/standard operating procedures and policies for compliance with regulatory requirements e. Focus of operation of work systems, equipment, management and site operating systems f. Roles and responsibilities of various workplace personnel in terms of workplace activities and regulatory requirements g. Site layout h. Problems that may occur when carrying out transport and distribution administration, and appropriate action that can be taken to resolve the problems i. Ability to: <ul style="list-style-type: none"> i.1. identify and access information on relevant regulations i.2. read and interpret regulatory requirements, instructions, procedures and labels relevant to transport and distribution administration activities i.3. coordinate compliance activities in the workplace i.4. follow processes for compliance with regulatory requirements i.5. communicate and negotiate effectively with others i.6. identify and solve problems related to compliance with regulatory requirements i.7. resolve conflict situations i.8. identify protective clothing and safety precautions appropriate to the task i.9. deal with contingencies and modify activities dependant on differing workplace contexts, risk situations and environments i.10. report on operational and compliance related issues

Evidence Guide (continued)

<p>4. Resource implications</p>	<p>a. Access is required to opportunities to</p> <p>a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out relevant transport and distribution administration activities, and/or</p> <p>a.2. carry out relevant transport and distribution administration activities in an appropriate range of operational situations</p>
<p>5. Consistency in performance</p>	<p>a. Applies underpinning knowledge and skills when:</p> <p>a.1. identifying information on relevant regulations and codes</p> <p>a.2. accessing appropriate information on relevant regulations and codes</p> <p>a.3. following procedures for compliance with regulations and codes relevant to workplace activities</p> <p>a.5. completing all required documentation in accordance with regulatory and workplace requirements</p> <p>b. Shows evidence of application of relevant workplace procedures including:</p> <p>b.1. relevant Australian and international codes of practice and legislative requirements pertaining to transport and distribution administration</p> <p>b.2. Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</p> <p>b.3. workplace standard operating procedures and instructions (including quality, safety, customer service, security and housekeeping procedures)</p> <p>b.4. relevant risk management policies and procedures</p> <p>b.4. relevant OHS and environmental protection policies and procedures</p> <p>b.5. issue and conflict resolution procedures</p> <p>b.6. obtaining assistance from managers/team members when required</p> <p>c. Action is taken promptly to report any accidents, incidents or non-compliance and other problems in accordance with regulatory requirements and workplace procedures</p> <p>d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts</p> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel</p>
<p>4. Context for assessment</p>	<p>a. Assessment of a transport and distribution administration or relevant cross-industry competency unit must include approved arrangements for the assessment of knowledge and practical competence by a Registered Training Organisation (RTO)</p> <p>b. Assessment of knowledge may occur:</p> <p>b.1. at a recognised training institution and/or</p> <p>b.2. concurrently with practical assessment carried out through appropriately simulated role plays, case studies and assessment exercises and/or in a working transport and distribution administration environment</p> <p>c. Practical assessment may occur through appropriately simulated role plays, case studies and assessment exercises and/or in a working transport and distribution administration industry environment</p> <p>d. Assessment of competence must comply with the requirements of relevant regulations</p>