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## INTRODUCTION

The 1998 version of the Transport and Distribution Training Package contains nine documents:

- Users Guide
- Assessment Guidelines
- Road Transport Competency Standards
- Warehousing Competency Standards
- Stevedoring Competency Standards
- Rail Operations Competency Standards
- Rail Passenger Services Competency Standards
- Rail Civil Infrastructure Competency Standards
- Rail Freight Services Competency Standards

Each Competency Standards manual includes the framework which details the requirements for completion of a qualification, under the Australian Qualification Framework.

It is important that this manual be used in conjunction with the Users Guide and Assessment Guidelines. Users should also reference the Australian Recognition 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. It is suggested that users confirm the status of its manual prior to use. Confirmation can be given from:

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## 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 select units, which packaged together, provide a coherent qualification, inclusive of all the competencies necessary to fulfill occupation 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 Recognition Framework. The qualification framework within this manual provides the units available within each qualification level and requirements for completion of a qualification.



## TDT 101 97 CERTIFICATE I IN TRANSPORT & DISTRIBUTION (WAREHOUSING)

### CHARACTERISTICS OF THE QUALIFICATION

**Title:**

Certificate I in Transport and Distribution (Warehousing)

**Rationale:**

A general qualification for the Warehousing Industry. Successful completion will require competency in units that relate to work defined as aligned 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."*

**Qualification Contents:**

Units may be selected from the following units of Competency aligned to Certificate I.

FIELD	UNIT
D Manual Handling	TDT D1 97A Shift Materials Safely
	TDT D2 97A Use Manual Handling Equipment
E Communications and Calculations	TDT E3 97A Participate in Workplace Communication
	TDT E5 97A Carry Out Workplace Calculations
F Occupational Health and Safety	TDT F1 97A Follow Occupational Health and Safety Procedures
	TDT F2 97A Conduct Housekeeping Activities
	TDT F9 97A Conduct Cleaning Operations in Enclosed Spaces
G Teamwork	TDT G1 97A Work Effectively with Others
	TDT G4 98A Undertake Workplace Orientation
L Resource Management	TDT L1 97A Complete Induction Procedures

**Requirements for completion of the Qualification:**

A successful assessment outcome for 7 of the units listed above aligned with this qualification consistent with the Transport and Distribution Training Package Assessment Guidelines.

## TDT 201 97 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (WAREHOUSING)

### CHARACTERISTICS OF THE QUALIFICATION

**Title:**

Certificate II in Transport and Distribution (Warehousing)

**Rationale:**

A general qualification for the Warehousing Industry. Successful completion will require competency in units that relate to work defined as aligned AQF Level 2.

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

**Qualification Contents:**

Units may be selected from the following units of Competency aligned to Certificate II. Certificates I units (7), are prerequisites for this qualification.

FIELD	UNIT
A Handling Stock	TDT A9 97A Complete Import/Export Documentation
	TDT A11 97A Package Goods
	TDT A12 97A Pick and Process Orders
	TDT A13 97A Receive Goods
	TDT A14 97A Use Product Knowledge to Complete Work Operations
	TDT A20 97A Replenish Stock
	TDT A21 97A Despatch Stock
	TDT A22 97A Participate in Stocktakes
B Equipment Checking and Maintenance	TDT B1 97A Check and Assess Occupational Capability of Equipment
	TDT B9 98A Check Conveyor Operational Status
D Load Handling	TDT D3 97B Handle Dangerous and Hazardous Goods
	TDT D4 97A Load and Unload Goods
	TDT D7 97A Prepare Cargo/Goods for Transfer with Slings
	TDT D10 97A Operate a Forklift
	TDT D12 97A Operate Specialised Load Shifting Equipment
	TDT D21 98A Use Specialised Bulk Transfer Equipment (Dry)
TDT D22 98A Conduct Weighbridge Operations	
F Occupational Health and Safety	TDT F6 97A Apply Emergency/Accident Procedures
I Customer Service	TDT I2 97B Apply Customer Service Skills
J Quality	TDT J1 97A Apply Customer Service Skills
	TDT J3 98A Apply Grain Protection Measures
	TDT J4 98A Implement Grain Monitoring Measures
K Computing and Technology	TDT K1 97A Use Computer Applications
	TDT K2 97A Use Infotechnology Devices in the Workplace

TDT 201 97 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (WAREHOUSING)  
continued

<b>FIELD</b>	<b>UNIT</b>
L Resource Management	TDT L8 98A Complete Routine Administrative Tasks
Q Financial Management	TDT Q7 98A Prepare and Process Financial Documents
T Records	TDT T1 98A Capture Records into a Records Keeping System
	TDT T4 98A Maintain Control of Records
	TDT T5 98A Provide Information from and about Records

**Requirements for completion of the Qualification:**

A successful assessment outcome for 7 of the units listed above aligned with this qualification consistent with the Transport and Distribution Training Package Assessment Guidelines. If additional units are acquired credit for two additional units may be credited to Certificate III.

## TDT 301 97 CERTIFICATE III IN TRANSPORT AND DISTRIBUTION (WAREHOUSING)

### CHARACTERISTICS OF THE QUALIFICATION

**Title:**

Certificate III in Transport and Distribution (Warehousing)

**Rationale:**

A general qualification for the Warehousing Industry. Successful completion will require competency in units that relate to work defined as aligned 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."*

**Qualification Contents:**

Units may be selected from the following units of Competency aligned to Certificate III. Certificates II units (7), are prerequisites for this qualification.

FIELD	UNIT
A Handling Stock	TDT A10 97A Coordinate Goods to Bond Premises
	TDT A15 97A Complete Receival/Despatch Documentation
	TDT A16 97A Use Inventory Systems to Organise Stock Control
	TDT A17 97A Product Knowledge Applied to Organise Work Operations
	TDT A18 97A Organise Despatch Operations
	TDT A19 97A Organise Receival Operations
	TDT A24 97A Organise Warehouse Records Operations
TDT A26 98A Monitor Storage Facilities	
B Equipment Checking and Maintenance	TDT B2 97A Test Equipment and Isolate Faults
D Load Handling	TDT D11 97A Conduct Advanced Forklift Operations
	TDT D23 98A Use Specialised Bulk Gas Transfer Equipment
	TDT D24 98A Use Specialised Liquid Bulk Transfer Equipment (Gravity/Pressurised)
	TDT D27 98A Prepare for Transport of Packaged Dangerous Goods
	TDT D28 98A Prepare for the Transport of Dangerous Goods in Bulk
TDT D35 98A Operate a Boom Type Elevating Work Platform	
E Communications and Calculations	TDT E2 97A Estimate/Calculate Mass, Area and Quantify Dimensions
	TDT E4 97A Prepare Workplace Documents
	TDT E12 98A Consolidate Manifest Documentation
F Occupational Health and Safety	TDT F3 97A Implement and Monitor Occupational Health and Safety Procedures
	TDT F4 97A Organise Occupational Health and Safety Procedures in the Workplace
	TDT F8 97B Provide First Aid in the Workplace
G Teamwork	TDT G2 97A Lead Work Team or Group

TDT 301 97 CERTIFICATE II IN TRANSPORT AND DISTRIBUTION (WAREHOUSING)  
continued

FIELD	UNIT
J Quality	TDT J2 97A Apply Quality Systems
	TDT J5 98A Sample, Inspect and Test Products to Specifications
	TDT J6 98A Implement Grain Protection Procedures
L Resource Management	TDT L3 97A Conduct Induction Process
M Training	TDT M1 97A Prepare for Training (Category 1)
	TDT M2 97A Deliver Training (Category 1)
	TDT M3 97A Review Training (Category 1)
N Assessment	TDT N1 97A Conduct Assessment in Accordance with an Established Assessment Procedure
O Security	TDT O4 98A Conduct Safety and Hazard Control Procedures for Transferring Dangerous/Specialised Goods
T Records	TDT T2 98A Document a Records Keeping System
	TDT T3 98A Identify and Classify Records to be Captured
	TDT T6 98A Provide Records Retrieval Service
	TDT T7 98A Sentence Records
	TDT T8 98A Undertake Disposal Program
	TDT T9 98A Undertake Movement of Records
	TDT T10 98A Destroy Records

**Requirements for completion of the Qualification:**

A successful assessment outcome for 7 of the units listed above aligned with this qualification consistent with the Transport and Distribution Training Package Assessment Guidelines.

## TDT 401 97 CERTIFICATE IV IN TRANSPORT AND DISTRIBUTION (WAREHOUSING)

### CHARACTERISTICS OF THE QUALIFICATION

#### Title:

Certificate IV in Transport and Distribution (Warehousing)

#### Rationale:

A general qualification for the Warehousing Industry. Successful completion will require competency in units that relate to work defined as aligned 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."*

#### Qualification Contents:

Units may be selected from the following units of Competency aligned to Certificate IV. Certificates III units (7), are prerequisites for this qualification.

FIELD	UNIT		
A	Handling Stock		
	TDT A23 97A	Coordinate Stocktakes	
	TDT A25 97B	Regulate Temperature Controlled Stock	
	TDT A28 98A	Assess and Monitor Optimum Stock Levels	
E	Communications and Calculations		
	TDT E6 97B	Collect and Present Workplace Data and Information	
	TDT E13 98A	Apply Workplace Statistics	
F	Occupational Health and Safety		
	TDT F7 97A	Implement Accident/Emergency Procedures	
	TDT F14 98A	Develop and Maintain a Safe Workplace	
G	Teamwork	TDT G6 98A	Participate in, Lead and Facilitate Work Teams
I	Quality		
	TDT I1 97B	Manage Quality Customer Service	
	TDT I5 98A	Market Services and Products to Clients	
L	Resource Management		
	TDT L9 98A	Manage Personal Work Priorities and Professional Development	
	TDT L10 98A	Assess and Confirm Customer Transport Requirements	
	TDT L21 98A	Co-ordinate the Erection and Dismantling of Temporary Storages	
M	Training		
	TDT M4 97A	Prepare for Training (Category 2)	
	TDT M5 97A	Deliver Training (Category 2)	
	TDT M6 97A	Review and Promote Training (Category 2)	
N	Assessment		
	TDT N2 97A	Extension Unit - Plan and Review Assessment	
	TDT N3 97A	Develop Assessment Tools	
P	Business Planning	TDT P5 98A	Manage Workplace Information
R	Contract and Procurement		
	TDT R1 98A	Monitor Supplier Performance	
	TDT R2 98A	Source Goods/Services and Evaluate Contractors	

#### Requirements for completion of the Qualification:

A successful assessment outcome for 7 of the units listed above aligned with this qualification consistent with the Transport and Distribution Training Package Assessment Guidelines.

# WAREHOUSING COMPETENCY STANDARDS

## COMPETENCY STANDARDS

- Are the criteria to be used for any assessment leading to national recognised qualifications
- Are required to provide sufficient detail for a proper assessment of competency
- Must reflect workplace competency needs, they are not a course of training
- Are made of building blocks called units. A collection of units of competency (Competency Standards) needs to cover the full range of work activities within an industry. Sometimes units of competency from other industry sectors may be used to reduce duplication. Assessments will group together relevant units of competency
- Are to be used for assessment of new or existing employees and may assist employees to assess their own skills and knowledge and identify where training is needed
- Need to be able to be used flexibly by enterprises to reflect the different job roles and functions of individuals as well as the different business activities of the enterprise
- Competency Standards are intended to describe industry's perspective of work requirements for the industry sector or across industry.

### Standards Describe:

- The kinds of skills, knowledge and attributes needed to be applied in work activities
- The indicators that describe when someone performs these activities well
- What employers and workers describe as required work competence
- The criteria used for assessment of competency

The Standards are not a curriculum document or a training program. Standards provide a basis for assessment including the recognition of current competency within the National Training Framework.

## STRUCTURE AND LAYOUT OF THE STANDARDS

Each unit of competency consists of:

- Elements
- Performance criteria
- Evidence guide
- Range of variables

Performance Criteria, Range of Variables and Evidence Guides together identify what must be assessed for a unit of competency within the framework provided by the elements statements. Units of Competency may be assessed (and learned) in an integrated fashion with other units of competency.

## **UNITS OF COMPETENCY**

Describe a broad area of performance.

Units of competency must:

- Be transferable and integrate a number of skills
- Define a major skills area of industry
- Relate to realistic work place activities
- Allow contextualisation to particular workplaces, products, work systems and circumstances whilst maintaining transferability

Successful achievement of units of competency would normally require the use of several skills and the application of knowledge, attitudes and values in the work.

Contextualisation and customisation must maintain the integrity of the units of competency.

## **ELEMENTS OF COMPETENCY**

Identify and describe actions of outcomes (performances) which are observable. They are the smallest logical, identifiable, discrete sub-groupings of actions and knowledge that make up a unit of competency.

They are the component activities of the unit.

An element defines the skills associated with the unit. Elements provide further information on the scope of the unit of competency.

## **PERFORMANCE CRITERIA**

Outline what people do to display competency.

Performance criteria are as precise as possible.

They:

- Describe evidence that is observable
- Describe only essential aspects of performance
- Refer to the work requirements where practicable
- Describe aspects of work organisations and the overall work role
- Avoid specifying procedures or methods

## **RANGE OF VARIABLES**

Specify the range of contexts and conditions in which the competency is valid. Information must include:

- Legislation such as Occupational Health and Safety
- The range of equipment, processes and procedures
- Requirements arising from enterprise procedures
- Special characteristics and needs of customers
- Particular locations
- The range of applications arising from particular quality assurance systems



## EVIDENCE GUIDES

Cover the required evidence of competency including the critical aspects of a unit including underpinning knowledge and the relationship of the unit to other units of competency.

The Evidence Guides provide information for assessors and candidates, supplementing information given in the Performance Criteria.

## KEY COMPETENCIES

There are also competencies that underlie all work, the Key Competencies. Key competencies are integrated within the units of competency and are allocated to three performance levels.

Key Competencies are seen to have the capacity to assist in the transfer of knowledge and skill to new situations eg. different equipment or software, new processes.

### 1. *Collecting, analysing and organising information*

The capacity to locate information, sift and sort information in order to select what is required and present it in a useful way, and evaluate both the information itself and the sources and methods to obtain it.

### 2. *Communicating ideas and information*

The capacity to communicate effectively with others using a range of spoken, written, graphic and other non-verbal means of expression.

### 3. *Planning and organising activities*

The capacity to plan and organise one's own work activities, including making good use of time and resources, sorting out priorities and monitoring one's own performance.

### 4. *Working with others in teams*

The capacity to interact effectively with other people both on a one-to-one basis and in groups, including understanding and responding to the needs of a client and working effectively as a member of a team to achieve a shared goal.

### 5. *Using mathematical ideas and techniques*

The capacity to use concepts such as number, space and measurement and techniques such as estimation for practical purposes.

### 6. *Solving problems*

The capacity to apply problem solving strategies in purposeful ways, both in situations where the problem and the desired solution are clearly evident and in situations requiring critical thinking and a creative approach to achieve an outcome.

### 7. *Using technology*

The capacity to apply technology, combining the physical and sensory skills needed to operate equipment with the understanding of scientific and technological principles needed to explore and adapt systems. (Mayer, 1992)

## SUMMARY OF KEY COMPETENCY STRANDS

KEY COMPETENCIES	PERFORMANCE LEVEL 1	PERFORMANCE LEVEL 2	PERFORMANCE LEVEL 3
1. Collecting, analysing and organising ideas and information	Access and record - single source	Access, select and record - more than one source	Access, evaluate and organise - range of sources
2. Communicating ideas and information	Simple - familiar setting	Complex - particular context	Complex - variety of contexts
3. Planning and organising activities	Under supervision	With guidance	Independently initiate and evaluate complex activity
4. Working with others and in teams	Familiar activities	Help formulate and achieve goals	Collaborate in complex activities
5. Using mathematical ideas and techniques	Simple tasks	Select appropriate complex tasks	Evaluate and adapt as appropriate for task
6. Solving problems	Routine - minimal supervision Exploratory - close supervision	Routine - independently Exploratory - with guidance	Complex problems Implement systematic approach; explain processes
7. Using technology	Reproduce or present basic product or service	Construct organise or operate products or services	Design or tailor products or services

**DESCRIPTION:**

Checking and evaluation of records and documentation to ensure compliance with Statutory and Organisational requirements

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify procedures required for documentation for import/export of goods</p>	<ul style="list-style-type: none"> <li>a. Documents required for goods are identified</li> <li>b. Content requirements for each section of the documentation are applied</li> <li>c. Requirements for permits are identified and implications noted</li> <li>d. Procedures for obtaining clearances including export clearance numbers (ECN) are identified and followed</li> <li>e. Letters of credit are identified and implications of each noted</li> </ul>
<p>2. Complete documentation to meet regulatory and enterprise requirements</p>	<ul style="list-style-type: none"> <li>a. Workplace procedures for authorisations are followed</li> <li>b. Data entry for documents completed</li> <li>c. Entries checked to ensure they meet customs and enterprise requirements</li> <li>d. Letters of credit are checked to ensure they meet commercial, transport and overseas requirements</li> <li>e. Workplace records are completed and filed to enterprise requirements</li> </ul>

## Range of Variables

### COMPLETE IMPORT/EXPORT DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements or equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, electronic data interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. Workplace agreements and awards</li> <li>b.2. Occupational health and safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. Staff members</li> <li>c.2. Management</li> <li>c.3. Union representatives</li> <li>c.4. Industrial relations, occupational health and safety specialists</li> <li>c.5. Other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational health and safety</li> <li>b. Workplace relations</li> <li>c. Workers compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine orders</li> <li>i. Environmental protection legislation</li> <li>j. Emergency procedures</li> </ul>

## Evidence Guide

### COMPLETE IMPORT/EXPORT DOCUMENTATION

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. Locate, interpret and apply relevant information</li> <li>a.2. Provide customer/client service and work effectively with others</li> <li>a.3. Convey information in written and oral form</li> <li>a.4. Maintain workplace records</li> <li>a.5. Use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. Prepare documentation using letters of credit and to meet workplace and customers/transport organisation requirements</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. Site layout</li> <li>a.2. Focus of operation of work systems, equipment, management and site operating systems for obtaining customs clearances</li> <li>a.3. Relationships and requirements of work and operating systems in respect of related systems</li> <li>a.4. Impact of job on enterprise and individual requirements</li> <li>a.5. Application of relevant industrial requirements</li> <li>a.6. Relevant bond, quarantine or other legislative requirements</li> <li>a.7. Identification and correct use of equipment, processes and procedures used within context of the job</li> <li>a.8. Eye hand co-ordination</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to government and enterprise requirements for export documentation and EDI screen technology</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1. Establishing plans</li> <li>a.2. Describing consequences</li> <li>a.3. Completing tasks</li> <li>a.4. Identifying improvements</li> <li>a.5. Applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. Hazard policies and procedures including Codes of Practice</li> <li>b.2. Issue resolution procedures</li> <li>b.3. Job procedures and work instructions</li> <li>b.4. Relevant guidelines relating to the use of equipment and software capability</li> <li>b.5. Quality assurance procedures (where existing)</li> <li>b.6. Security procedures</li> <li>b.7. Following recognised housekeeping activities</li> <li>b.8. Waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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

Unit TDT A10 97A CO-ORDINATE GOODS TO BOND PREMISES

Field A Handling Stock

**DESCRIPTION:**

The processing of documentation related to transfer of goods to bond premises

ELEMENT	PERFORMANCE CRITERIA
1. Identify and list goods for bonding	a. Goods are listed for bonding when not delivered or collected on completion of agreed storage period b. Prior to listing for bonding, inspection is arranged with the Australian Customs Service for goods identified as surplus c. Goods left after time advertised for collection are listed for bonding in accordance with enterprise policy and customs service requirements
2. Arrange transfer of goods to bond store	a. Arrangements for the transfer of good to bond store are made b. Carrier is notified of storage or yard location, marks and quantity
3. Prepare and issue bond list	a. Bond list is prepared in accordance with enterprise requirements and Australian Customs Service regulations b. Bond list is issued to carrier endorsed with the relevant information

## Range of Variables

### CO-ORDINATE GOODS TO BOND PREMISES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Agent's delivery order &amp; agent's program</li> <li>n. Customer's clearance</li> <li>o. Quarantine clearance</li> <li>p. Point of MT return/hand-over agreement</li> <li>q. Continuing permission</li> <li>r. Single transaction permissions</li> <li>s. Chief Clerk's MT delivery program</li> <li>t. Gate pass/VMO clearance stamped</li> <li>u. Bulk run numbers</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> <li>b.1 Workplace agreements and awards</li> <li>b.2 Occupational health and safety</li> <li>b.3 State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve <ul style="list-style-type: none"> <li>c.1 Staff members</li> <li>c.2 Management</li> <li>c.3 Union representatives</li> <li>c.4 Industrial relations, occupational health and safety specialists</li> <li>c.5 Other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health and Safety</li> <li>b. Workplace relations</li> <li>c. Workers compensation</li> <li>d. Water and road use and license arrangements</li> <li>e. License, patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine orders</li> <li>i. Environmental protection legislation</li> <li>j. Emergency procedures</li> </ul>

## Evidence Guide

### CO-ORDINATE GOODS TO BOND PREMISES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1 Identify goods required to be located in bonded stores</li> <li>a.2 Locate, interpret and apply relevant information</li> <li>a.3 Provide customer/client service and work effectively with others</li> <li>a.4 Convey information in written and oral form</li> <li>a.5 Maintain workplace records</li> <li>a.6 Use workplace colloquial and technical language and communication technologies in the workplace context</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1 Site layout</li> <li>a.2 Focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3 Relationships and requirements of work and operating systems in respect of related systems</li> <li>a.4 Impact of job on enterprise and individual performance</li> <li>a.5 Application of relevant industrial requirements</li> <li>a.6 Relevant bond, quarantine or other legislative requirements</li> <li>a.7 Identification and correct use of equipment, processes and procedures used within the context of the job</li> <li>a.8 Eye hand co-ordination</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Range of bonded goods and documents</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1 Establishing plans</li> <li>a.2 Describing consequences</li> <li>a.3 Completing tasks</li> <li>a.4 Identifying improvements</li> <li>a.5 Applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1 Hazard policies and procedures including Codes of Practice</li> <li>b.2 Emergency, fire and accident procedures</li> <li>b.3 The use of personal protective clothing and equipment conforming to industry standards according to the nature of the task</li> <li>b.4 Hazard identification</li> <li>b.5 Issue resolution procedures</li> <li>b.6 Job procedures and work instructions</li> <li>b.7 Relevant guidelines relating to the safe use of machinery and equipment including the tagging of serviceable or damaged items</li> <li>b.8 Quality assurance procedures (where existing)</li> <li>b.9 Security procedures</li> <li>b.10 Following recognised housekeeping processes</li> <li>b.11 Waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

Pack, wrap and label goods for despatch or storage

ELEMENT	PERFORMANCE CRITERIA
1. Select materials and pack and unwrap products	<ul style="list-style-type: none"> <li>a. Packaging specifications and order packaging documentation are interpreted</li> <li>b. Technology appropriate for the goods to be packed is selected</li> <li>c. Packaging materials are identified and matched to specifications</li> <li>d. Work is planned to meet                             <ul style="list-style-type: none"> <li>d.1 Occupational health and safety requirements</li> <li>d.2 Use materials economically</li> <li>d.3 Loss minimisation and damage in transit or storage</li> </ul> </li> <li>e. Completed packed goods are stacked to minimise damage from within and outside</li> </ul>
2. Use labelling standards to label packaged products/loads	<ul style="list-style-type: none"> <li>a. Workplace labelling standards are identified</li> <li>b. Appropriate goods handling, labelling and other identification symbols are utilised</li> <li>c. Invoices and picking slips are attached (where required)</li> <li>d. Workplace documentation is completed</li> </ul>

## Range of Variables

### PACKAGE GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various worksite environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, internet, radio, oral, aural or signed communications</li> <li>i. Codes of practice</li> <li>j. Legislation and regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1 Workplace agreements and awards</li> <li>b.2 Occupational health and safety</li> <li>b.3 State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1 Staff members</li> <li>c.2 Management</li> <li>c.3 Union representatives</li> <li>c.4 Industrial relations, occupational health and safety specialists</li> <li>c.5 Other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational health and safety</li> <li>b. Workplace relations</li> <li>c. Workers compensation</li> <li>d. Water and road use and license arrangements</li> <li>e. License, patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental protection legislation</li> <li>i. Emergency procedures</li> </ul>

## Evidence Guide

### PACKAGE GOODS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to                             <ul style="list-style-type: none"> <li>a.1 Locate, interpret and apply relevant information</li> <li>a.2 Provide customer/client service</li> <li>a.3 Work effectively with colleagues</li> <li>a.4 Convey information in written and oral form</li> <li>a.5 Maintain workplace records</li> <li>a.6 Use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7 Select and use packaging material to minimise waste</li> <li>a.8 Work efficiently and ensure packaging results in undamaged goods</li> <li>a.9 Identify special requirements of products and package appropriately</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function                             <ul style="list-style-type: none"> <li>a.1 Site layout</li> <li>a.2 Focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3 Impact of job on enterprise and individual performance</li> <li>a.4 Application of relevant industrial requirements</li> <li>a.5 Relevant bond, quarantine or other legislative requirements</li> <li>a.6 Identification and correct use of equipment, processes and procedures</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to packaging equipment, materials and goods to be packaged</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to                             <ul style="list-style-type: none"> <li>a.1 Establishing plans</li> <li>a.2 Describing consequences</li> <li>a.3 Completing tasks</li> <li>a.4 Identifying improvements</li> <li>a.5 Applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including                             <ul style="list-style-type: none"> <li>b.1 Hazard policies and procedures including Codes of Practice</li> <li>b.2 Issue resolution procedures</li> <li>b.3 Job procedures and work instructions</li> <li>b.4 Relevant guidelines relating to the use of equipment</li> <li>b.5 Quality assurance procedures (where existing)</li> <li>b.6 Security procedures</li> <li>b.7 Following recognised housekeeping processes</li> <li>b.8 Waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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	2	2	2

**Unit TDT A12 97A PICK AND PROCESS ORDERS**

Field A Handling Stock

**DESCRIPTION:**

This unit applies to employees required to collect and assemble goods for despatch and storage

ELEMENT	PERFORMANCE CRITERIA
1. Identify workplace order picking processes, policies and procedures	<ul style="list-style-type: none"> <li>a. Company procedures for order picking and related workplace documentation are interpreted</li> <li>b. Stock allocation and location systems are identified and located</li> <li>c. Appropriate manual handling equipment is selected for the required Occupational Health and Safety regulations</li> </ul>
2. Pick and despatch an order	<ul style="list-style-type: none"> <li>a. Work requirements are planned with appropriate equipment and documentation assembled</li> <li>b. Zones of the warehouse which store required products are identified and located</li> <li>c. Pick path is established</li> <li>d. Where required appropriate pallet(s) for orders are selected and stacked to minimise stock damage and maximise stability</li> <li>e. Products are selected and consolidated</li> <li>f. Products/Pallets are located in despatch areas</li> <li>g. Products are assembled to meet workplace schedules</li> <li>h. Orders are consolidated, secured, arranged and placed in storage zones in accordance with the schedule</li> </ul>
3. Record stock levels	<ul style="list-style-type: none"> <li>a. Storage areas are checked and stocks noted for replenishment in accordance with company procedures</li> <li>b. Workplace records are completed as required</li> </ul>

## Range of Variables

### PICK ORDERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Temperature Controlled Goods</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### PICK ORDERS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> <li>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. identify and follow order picking processes</li> <li>a.7. locate products and assist in assembly of orders</li> <li>a.8. monitor stock levels</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work system for orders and the relationships and requirements in respect of related systems</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. use of manual handling techniques</li> <li>a.6. relevant bond, quarantine or other legislative requirements</li> <li>a.7. identification and correct use of equipment, processes and procedures used within context of the job</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to warehouse environment and goods to be picked.</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

#### 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:**

Receive, unpack and store goods

ELEMENT	PERFORMANCE CRITERIA
1. Identify workplace procedures and documentation requirements for the receipt of goods	<ul style="list-style-type: none"> <li>a. Workplace procedures for receipt of goods are identified</li> <li>b. Purpose of documents associated with the receipt of goods is interpreted</li> <li>c. Workplace documentation for the receipt of goods and reporting of damage is identified</li> </ul>
2. Check and inspect goods on arrival and complete workplace documentation	<ul style="list-style-type: none"> <li>a. Procedures for checking of goods in comparison with orders or manifests are identified and followed</li> <li>b. Discrepancies and/or damaged goods are reported</li> <li>c. Non conforming goods are appropriately documented and despatched or stored in accordance with company procedures</li> </ul>
3. Unload, unpack and store stock	<ul style="list-style-type: none"> <li>a. Appropriate manual handling techniques and equipment are identified</li> <li>b. Safe work procedures are used when unloading, unpacking and storing stock</li> <li>c. Advice on appropriate storage locations and requirements for particular products is sought</li> <li>d. Goods are unloaded and unpacked</li> <li>e. Assistance from others is sought when required to maintain safe and effective work</li> <li>f. Directions are followed to store stock in appropriate areas</li> </ul>

## Range of Variables

### RECEIVE GOODS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Temperature controlled goods</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/ Import/ Quarantine / Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>



## Evidence Guide

### RECEIVE GOODS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records and complete documentation</li> <li>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. follow receiving procedures</li> <li>a.7. inspect stock and/or packaging and report faulty goods or discrepancies</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. relevant bond, quarantine or other legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures</li> </ul>
4. Resource implications	a. Access to goods receiving area, goods, relevant workplace policies and procedures
5. Consistency in performance may include	<p>a. Application of knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> <li>a.6. workplace procedures followed</li> </ul> <p>b. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> <p>c. Action taken promptly-accidents and incidents reported following enterprise 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. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

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	2	2

**Unit TDT A14 97A USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS**

**Field A Handling Stock**

**DESCRIPTION:**

**Identify and locate a limited range of products within a subsection of a storage facility for the purposes of meeting orders and maintaining stocks**

ELEMENT	PERFORMANCE CRITERIA
1. Identify products in a subsection of a warehouse or other storage area	<ul style="list-style-type: none"> <li>a. Products are identified including factors such as               <ul style="list-style-type: none"> <li>a.1. shape</li> <li>a.2. size</li> <li>a.3. colour</li> <li>a.4. distinguishing features</li> <li>a.5. codes</li> <li>a.6. labels</li> <li>a.7. signs or other documentation</li> <li>a.8. locations</li> </ul> </li> <li>b. Storage and handling characteristics are identified and applied consistently</li> <li>c. Products are described to internal customers identifying features which may affect location, safety or storage requirements</li> </ul>
2. Examine quality and report on products	<ul style="list-style-type: none"> <li>a. Products are inspected in accordance with company quality assurance procedures</li> <li>b. Workplace procedures are followed to replace, return or dispose of stock/products which are not useable</li> <li>c. Non conforming products are recorded/reported in accordance with company procedures</li> </ul>
3. Use inventory and labelling systems to identify and locate products	<ul style="list-style-type: none"> <li>a. Inventory and labelling systems are used to locate products within the worksite</li> <li>b. Goods are physically located and identified</li> </ul>

## Range of Variables

### USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> <li>e. Inventory system may be unique to enterprise, customised or a standard system</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Automated or manual, paper based, computerised, microfiche inventory systems</li> <li>e. Goods stored may have special requirements which must be considered in locating and handling stock</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> <li>n. Newspaper or other product recall notices</li> <li>o. Brochures, advertisements, promotional materials</li> <li>p. Storage advisory notices</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service including legislation work conditions associated legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, OH&amp;S specialist</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### USE PRODUCT KNOWLEDGE TO COMPLETE WORK OPERATIONS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <p>a.1. locate, interpret and apply relevant information</p> <p>a.2. provide customer/client service and work effectively with others</p> <p>a.3. convey information in written and oral form</p> <p>a.4. maintain workplace records</p> <p>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.6. identify products/stock stored in the sub section of the warehouse</p> <p>a.7. identify properties and purposes of the goods - liquid, solid, gaseous, dangerous, perishable</p> <p>a.8. explain the characteristics of stock in relation to specific storage requirements. The characteristics may include toxicity, flammability, form, weight, size, state, perishability, fragility, and security risk</p> <p>a.9. interpret and use enterprise policies, procedures and practices in relation to product location, and condition</p> <p>a.10. use workplace maps and location guides with inventory systems to physically locate goods in an efficient manner</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <p>a.1. site layout</p> <p>a.2. focus of operation of work systems, equipment, management and site operating systems</p> <p>b. categories or groups of products and the special requirements for each</p> <p>b.1. small parts</p> <p>b.2. perishable</p> <p>b.3. overseas export</p> <p>b.4. dangerous</p> <p>b.5. refrigerated</p> <p>c. purpose of cataloguing and labelling systems including microfiche, scanning, paper inventory, computer manual card systems, batch code, bar code, numbering systems, symbols for safe handling</p> <p>d. strategies to seek out sources of knowledge of products and use this information to inform work</p> <p>e. reports and records damaged goods making appropriate use of workplace procedures to complete claims and document problems and actions</p> <p>f. types of equipment and storage areas appropriate for different perishable, fragile, dangerous, composition/state goods</p>
4. Resource implications	a. Access to product information and storage systems appropriate for workplace application, storage areas, stock management systems, stocks in storage, maps of storage areas.
5. Consistency in performance may include	<p>a. Application of knowledge and skills to</p> <p>a.1. establishing plans</p> <p>a.2. describing consequences</p> <p>a.3. completing tasks</p> <p>a.4. identifying improvements</p> <p>a.5. applying safety precautions relevant to the task</p> <p>b. Products are identified using workplace inventory systems</p> <p>c. Product knowledge is used to determine work practices</p> <p>d. Assistance and guidance on new products is sought</p> <p>e. Shows evidence of application of relevant workplace procedures including</p> <p>e.1. hazard policies and procedures including Codes of Practice</p> <p>e.2. job procedures and work instructions</p> <p>e.3. relevant guidelines relating to the safe use of machinery and equipment</p> <p>e.4. quality assurance procedures (where existing)</p> <p>e.5. security procedures</p> <p>e.6. following recognised housekeeping processes</p> <p>e.7. waste, pollution and recycling management processes</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

#### 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:**

Process and maintain stock records in a warehouse

ELEMENT	PERFORMANCE CRITERIA
1. Analyse order to identify work requirements to fill order	<ul style="list-style-type: none"> <li>a. Order request documentation is interpreted</li> <li>b. Product(s) in order noted and workplace location(s) are identified</li> <li>c. Workplace and product knowledge is used organise documentation</li> <li>d. Required schedules for order movement are identified and noted where required</li> </ul>
2. Follow workplace order documentation processes	<ul style="list-style-type: none"> <li>a. Workplace procedures for documentation of an order are identified</li> <li>b. Workplace documentation is completed</li> </ul>
3. Finalise documentation	<ul style="list-style-type: none"> <li>a. Order is checked against schedule and order form</li> <li>b. Workplace records are completed, labels and appropriate documentation attached</li> <li>c. Special transportation requirements are identified and conveyed to appropriate personnel</li> </ul>

## Range of Variables

### COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### COMPLETE RECEIVAL/DESPATCH DOCUMENTATION

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. follow dangerous goods regulations</li> <li>a.7. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.8. identify purpose of component parts of order forms</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work system and product storage areas and operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. relevant bond, quarantine or other legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures used within context of the job</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to stock records system, goods receipt, movement and despatch areas</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> <li>a.6. Order documentation promptly completed</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the use of equipment and load limits</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>d. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

Use inventory systems to organise and control stock

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



## Range of Variables

### USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> <li>e. inventory records systems may be computerised or paper based</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
3. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### USE INVENTORY SYSTEMS TO ORGANISE STOCK CONTROL

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> <li>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. select features of inventory systems to meet workplace needs</li> <li>a.7. use inventory systems to organise and control stock</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of components of the inventory system within organisational operating procedures</li> <li>a.3. applications of different types of inventory systems and stock management approaches</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures used within context of the job</li> <li>a.6. records management and inventory reports</li> <li>a.7. functions of inventory systems</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to inventory systems, stock and warehouse environment</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to organising own work including when               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the use of equipment and software</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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

**Unit TDT A17 97A PRODUCT KNOWLEDGE APPLIED TO ORGANISE WORK OPERATIONS**

**Field A Handling Stock**

**DESCRIPTION:**

**Organise the work of others in relation to product identification for (re) ordering receiving, storage, despatch and transport schedules**

ELEMENT	PERFORMANCE CRITERIA
1. Categorise products in terms of frequency of use and special storage and handling requirements	a. Products are identified and categorised in terms of <ul style="list-style-type: none"> <li>a.1. Frequency of use (pick)</li> <li>a.2. Handling requirements</li> <li>a.3. Sources and destination points (internal &amp; external)</li> <li>a.4. Security requirements</li> <li>a.5. Product life</li> <li>a.6. Location in the storage area</li> </ul>
2. Products are matched to locations based on special requirements or category of stock	a. Locations for products are determined based on <ul style="list-style-type: none"> <li>a.1. Hazardous or dangerous goods</li> <li>a.2. Composition and/or state of products</li> <li>a.3. Temperature or light control</li> <li>a.4. Fragility</li> <li>a.5. Quantity</li> <li>a.6. Size or shape</li> </ul> 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 transport and handling requirements to facilitate stock receipt movement and despatch	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 company 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

### PRODUCT KNOWLEDGE APPLIES TO ORGANISE WORK OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> <li>e. Products may be in more than one section of the enterprise</li> <li>f. More than one inventory or goods records system may be involved</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Automated or manual; paper based, computerised or microfiche inventory systems</li> <li>e. Goods may vary in terms of storage requirements or identifying features</li> <li>f. Storage types may include               <ul style="list-style-type: none"> <li>f.1. bin/binning systems</li> <li>f.2. rack refrigeration/freezers/cold rooms</li> <li>f.3. marked floor space</li> <li>f.4. containers</li> <li>f.5. racks and racking systems</li> <li>f.6. block/stacks</li> <li>f.7. pallets</li> </ul> </li> <li>g. Specific procedures for receiving, re-ordering, despatch and movement</li> <li>h. Modes of transport may be manual or motorised</li> </ul>
3. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### PRODUCT KNOWLEDGE APPLIED TO ORGANISE WORK OPERATIONS

Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to                             <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. apply legislative and workplace policy background to product identification and storage</li> <li>a.4. identify product type and location and transport requirements through observation and checking of labels and information systems</li> <li>a.5. assist team members to develop and build product knowledge to support work requirements</li> <li>a.6. liaise with appropriate personnel when potential workflow is affected by stock levels</li> </ul> </li> </ul>
Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function                             <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems and operating procedures</li> <li>a.3. application of relevant industrial and legislative requirements</li> <li>a.4. product sources, destinations and potential problems</li> <li>a.5. re-ordering procedures and just in time planning principles</li> <li>a.6. requirements for workplace documentation</li> <li>a.7. sources of product information</li> <li>a.8. special location requirements of products</li> </ul> </li> </ul>
Resource implications	<ul style="list-style-type: none"> <li>a. Access to workplace procedures, range of products storage and manual handling equipment</li> </ul>
Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to                             <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Information on products used to determine processes used for receipt, storage, goods movement, despatch, stock levels, re-ordering processes</li> <li>c. Team members are assisted to update product knowledge and evaluate how this affects work processes and time lines</li> <li>d. Shows evidence of application of relevant workplace procedures including:                             <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures including Codes of Practice</li> <li>d.2. job procedures and work instructions</li> <li>d.3. relevant guidelines relating to the use of equipment</li> <li>d.4. quality assurance procedures (where existing)</li> <li>d.5. security procedures</li> </ul> </li> <li>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> </ul>
Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

**Organise the despatch of stock**

ELEMENT	PERFORMANCE CRITERIA
1. Plan and organise despatch operations	<ul style="list-style-type: none"><li>a. Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock</li><li>b. Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics</li><li>c. Deadlines are scheduled to meet order requirements</li><li>d. Work processes are planned to meet deadlines</li></ul>
2. Organise the storage and despatch of stock	<ul style="list-style-type: none"><li>a. Employees, equipment and storage areas are allocated and supervised</li><li>b. Individuals are informed of work requirements and deadlines</li><li>c. Work processes are monitored to ensure that resources, both human and equipment are maintained at productive levels and within OH&amp;S requirements</li><li>d. Discrepancies in stocks are noted and reported in accordance with company procedures</li></ul>

## Range of Variables

### ORGANISE DESPATCH OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Temperature controlled goods</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### ORGANISE DESPATCH OPERATIONS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. relationships and requirements of work and operating systems in respect of related systems</li> <li>a.4. impact of job on enterprise and individual performance</li> <li>a.5. application of relevant industrial requirements</li> <li>a.6. relevant bond, quarantine or other legislative requirements</li> <li>a.7. identification and correct use of equipment, processes and procedures used within context of the job</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Despatch area and range of products and packaging goods</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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



Unit TDT A19 97A ORGANISE RECEIVAL OPERATIONS

Field A Handling Stock

DESCRIPTION:

Organise the receipt of stock

ELEMENT	PERFORMANCE CRITERIA
1. Plan and organise receipt operations	<ul style="list-style-type: none"><li>a. Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock</li><li>b. Resources including manual handling equipment, employees competencies, storage areas and goods management equipment are identified to match stock characteristics</li><li>c. Deadlines are scheduled to enable receipt of stock in storage zones</li><li>d. Work processes are planned to meet deadlines</li></ul>
2. Organise the storage of stock	<ul style="list-style-type: none"><li>a. Employees, equipment and storage areas are allocated and supervised</li><li>b. Individuals are informed of work requirements and deadlines</li><li>c. Work processes are monitored to ensure that resources, both human and equipment are maintained at productive levels and within Occupational Health and Safety requirements</li><li>d. Discrepancies in stocks are noted and reported in accordance with company procedures</li></ul>

## Range of Variables

### ORGANISE RECEIVAL OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Temperature controlled goods</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### ORGANISE RECEIVAL OPERATIONS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. organise work area for the receipt of goods</li> <li>a.3. provide customer/client service and work effectively with others</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. relationships and requirements of work and operating systems in respect of related systems</li> <li>a.4. impact of job on enterprise and individual performance</li> <li>a.5. application of relevant industrial requirements</li> <li>a.6. relevant bond, quarantine or other legislative requirements</li> <li>a.7. identification and correct use of equipment, processes and procedures used within context of the job</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Receipt area and range of products and receipt documentation</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

#### 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:**

Replenish stock and maintain stock records in a warehouse

ELEMENT	PERFORMANCE CRITERIA
1. Participate in stock rotation activities	<ul style="list-style-type: none"> <li>a. Stock levels are counted against appropriate documentation</li> <li>b. Stock levels are recorded and reported</li> <li>c. Stocks are replenished, adjusted or rotated following workplace procedures</li> <li>d. Stock re-ordering processes are activated when appropriate</li> <li>e. Routine and non-routine problems with products or storage systems are reported following workplace procedures</li> </ul>
2. Interpret and fill replenishment request	<ul style="list-style-type: none"> <li>a. Order request documentation is interpreted</li> <li>b. Product(s) in order noted and workplace location(s) are identified</li> <li>c. Workplace and product knowledge is used to plan sequence of work</li> <li>d. Appropriate materials handling equipment selected within required Occupational Health and Safety regulations and time frames</li> <li>e. Required schedules for order movement and despatch or storage are identified</li> </ul>
3. Complete stock replenishment	<ul style="list-style-type: none"> <li>a. Products are sorted, assembled and consolidated in the appropriate storage areas</li> <li>b. Work is checked in accordance with company procedures</li> </ul>

## Range of Variables

### REPLENISH STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work may be conducted in restricted spaces or controlled or open environments</li> <li>c. Exposure may be to chemicals, and other harmful substances, movements of equipment, goods, vehicles</li> <li>d. Temperature controlled goods</li> </ul>
3. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Manufacturer's specifications</li> <li>d. Company operating procedures</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Codes of Practice</li> <li>h. Regulations</li> <li>i. Award, Enterprise Bargaining Agreement other agreed industrial arrangements</li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Phone, fax, e-mail, Internet, radio, oral, aural or signed communications</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve: <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, OH&amp;S specialist</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but is not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Export/Import/Quarantine/Bond requirements.</li> </ul>

## Evidence Guide

### REPLENISH STOCK

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> <li>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. identify purpose of component parts of order forms</li> <li>a.7. complete stock counting and replenishment operations</li> <li>a.8. identify products and relevant storage areas</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work system and product storage areas and operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. relevant bond, quarantine or other legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures used within context of the job</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to stock records system, goods receipt, movement and despatch areas</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Orders promptly assembled and despatched</li> <li>c. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>c.1. hazard policies and procedures including Codes of Practice</li> <li>c.2. issue resolution procedures</li> <li>c.3. job procedures and work instructions</li> <li>c.4. relevant guidelines relating to the use of equipment and load limits</li> <li>c.5. quality assurance procedures (where existing)</li> <li>c.6. security procedures</li> </ul> </li> <li>d. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>f. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

Process despatch orders, despatch stock and maintain records in a warehouse

ELEMENT	PERFORMANCE CRITERIA
1. Analyse order to identify work requirements	<ul style="list-style-type: none"> <li>a. Order request and consignment note documentation is interpreted</li> <li>b. Required schedules for despatch are identified</li> <li>c. Product(s) in order are identified</li> <li>d. Workplace and product knowledge is used to plan sequence of work</li> <li>e. Appropriate materials handling equipment selected within required Occupational Health and Safety regulations and time frame for the despatch</li> </ul>
2. Follow workplace order picking processes to prepare goods for despatch	<ul style="list-style-type: none"> <li>a. Goods for despatch are selected checking against product knowledge, labels and other identification systems</li> <li>b. Products are sorted, assembled and consolidated</li> <li>c. Orders secured and placed in storage/despatch zones, in accordance with schedule</li> <li>d. Order is checked against despatch schedule and order form</li> </ul>
3. Complete despatch following workplace procedures and schedules	<ul style="list-style-type: none"> <li>a. Workplace records are completed, labels and appropriate documentation attached</li> <li>b. Load labels and documentation is finally checked and loading organised</li> <li>c. Final check of load labels and documentation undertaken</li> <li>d. Transportation requirements are described to driver where appropriate</li> </ul>

## Range of Variables

### DESPATCH STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted or day or night</li> <li>b. Work may be conducted in restricted spaces or controlled or open environment</li> <li>c. Exposure may be to chemicals, and other harmful substances, movements of equipment, goods, vehicles</li> <li>d. Temperature Controlled Goods</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Manufacturer's specifications</li> <li>d. Company operating procedures</li> <li>e. Supplier and/or client instructions, consignment notes</li> <li>f. Materials safety data sheets</li> <li>g. Codes of Practice</li> <li>h. Regulations</li> <li>i. Award, Enterprise Bargaining Agreement other agreed industrial arrangements</li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Phone, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>m. Radio frequency devices</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, OH&amp;S specialist</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but is not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Export/Import/Quarantine/Bond requirements</li> </ul>



## Evidence Guide

### DESPATCH STOCK

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> <li>a.5. follow dangerous goods regulations</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7. identify purpose of component parts of order forms</li> <li>a.8. manage own despatch operations</li> <li>a.9. identify products and relevant handling requirements</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work system and product storage areas and operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. relevant bond, quarantine or other legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures used within context of the job</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to stock records system, goods despatch zones</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Orders promptly assembled and despatched</li> <li>c. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>c.1. hazard policies and procedures including Codes of Practice</li> <li>c.2. issue resolution procedures</li> <li>c.3. job procedures and work instructions</li> <li>c.4. relevant guidelines relating to the use of equipment and load limits</li> <li>c.5. quality assurance procedures (where existing)</li> <li>c.6. security procedures</li> </ul> </li> <li>d. Action taken promptly - accidents and incidents reported following enterprise procedures</li> <li>e. Recognises and deals appropriately with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>f. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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

Unit TDT A22 97A PARTICIPATE IN STOCKTAKES

Field A Handling Stock

DESCRIPTION:

Applies to employees who are required to participate in stocktakes

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

## Range of Variables

### PARTICIPATE IN STOCKTAKES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> <li>e. Products, work systems and requirements vary in different sections of the enterprise</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Materials handling equipment</li> <li>e. Storage conditions, bins</li> <li>f. Calculators, scanners and hand-held computers</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### PARTICIPATE IN STOCKTAKES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. maintain workplace records</li> <li>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. follow workplace procedures for stocktakes</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. The unit of competency <i>Product knowledge applied to Complete operations</i> is a prerequisite</li> <li>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. modifying activities dependant on differing workplace contexts and environment</li> <li>a.7. workplace procedures and policies</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to stocktaking systems, stocks to be counted</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to the organisation of own work when               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> </ul> </li> <li>c. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

Coordinate stocktaking activities

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

## Range of Variables

### COORDINATE STOCKTAKES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> <li>e. Products, work systems and requirements vary in different sections of the enterprise</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Materials handling equipment</li> <li>e. Storage conditions, bins</li> <li>f. Calculators, scanners and hand-held computers</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### COORDINATE STOCKTAKES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7. communicate information on products and work system requirements</li> <li>a.8. identify resource requirements (physical and human) for stocktake</li> <li>a.9. work with others to plan and conduct work activities</li> </ul>
2. Interdependent assessment of units	<p>a. The unit of competency <i>Product knowledge applied to Co-ordinate Operations</i> is a prerequisite</p> <p>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. modifying activities dependant on differing workplace contexts and environment</li> <li>a.7. processes to implement changes to workplace procedures and policies</li> <li>a.8. application of the regulatory framework for the work</li> </ul>
4. Resource implications	<p>a. Access to stocktaking systems, stocks to be counted.</p>
5. Consistency in performance may include	<p>a. Application of knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> <p>b. Work processes and procedures are adapted as required to maximise work effectiveness</p> <p>c. Regulatory requirements are met by procedures and work practices</p> <p>d. Shows evidence of application of relevant workplace procedures including:</p> <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures including Codes of Practice</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. relevant guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. security procedures</li> </ul> <p>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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:**

**Organise warehouse records functions**

ELEMENT	PERFORMANCE CRITERIA
1. Identify records management data bases, storage types and technologies	<ul style="list-style-type: none"> <li>a. Types of record systems are identified</li> <li>b. Advantages and disadvantages of systems are noted</li> <li>c. Record management systems are selected in accordance with workplace activities</li> </ul>
2. Store warehouse records	<ul style="list-style-type: none"> <li>a. Warehouse records are collected and consolidated in accordance with enterprise procedures</li> <li>b. Records are stored manually and/or electronically as required</li> <li>c. Records are maintained in accordance with workplace procedures</li> </ul>
3. Use record management systems to retrieve information	<ul style="list-style-type: none"> <li>a. Responses to requests are processed promptly</li> <li>b. Required records are accessed and retrieved</li> </ul>



## Range of Variables

### ORGANISE WAREHOUSE RECORDS OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> <li>e. Storage requirements may include               <ul style="list-style-type: none"> <li>e.1. Security</li> <li>e.2. clean environment</li> <li>e.3. microfilm</li> <li>e.4. hard copies</li> <li>e.5. computer disks</li> <li>e.6. type of document</li> <li>e.7. confidentiality</li> <li>e.8. accessibility</li> </ul> </li> <li>f. Storage systems may include               <ul style="list-style-type: none"> <li>f.1. Microfilm</li> <li>f.2. computer-imaging</li> </ul> </li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
3. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### ORGANISE WAREHOUSE RECORDS OPERATIONS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. use and maintain workplace records</li> <li>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. use technologies and work systems to access and store records in accordance with customer and company requirements</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. relationships and requirements of work and operating systems in respect of related systems</li> <li>a.4. impact of job on enterprise and individual performance</li> <li>a.5. application of relevant industrial and legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures</li> <li>a.7. requirements for accessibility, security and confidentiality of records</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Range of records management and warehouse operations</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

Skills and knowledge required to regulate the storage of temperature controlled stock

ELEMENT	PERFORMANCE CRITERIA
1. Identify goods requiring temperature control	<ul style="list-style-type: none"> <li>a. Goods requiring temperature control are identified</li> <li>b. Temperature for short and long term storage selected to match product type</li> <li>c. Upper and lower limits for temperature control are identified</li> <li>d. Storage separations and co-storage applications identified for products</li> </ul>
2. Monitor temperature	<ul style="list-style-type: none"> <li>a. Appropriate methods for determining temperature of goods are identified</li> <li>b. Storage areas are monitored for temperatures within range for products</li> <li>c. Products are monitored to ensure compliance with temperature storage requirements</li> <li>d. Short term storage times identified for transit goods</li> </ul>
3. Identify and rectify problems	<ul style="list-style-type: none"> <li>a. Implications of incorrect temperature are identified</li> <li>b. Damaged goods are identified and appropriate action undertaken in accordance with enterprise procedures</li> <li>c. Causes of out-of -temperature range are identified</li> <li>d. Appropriate personnel notified for problem rectification</li> <li>e. Goods handling procedures for maintenance of temperature control are identified.</li> </ul>

## Range Of Variables

### REGULATE TEMPERATURE CONTROLLED STOCK

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Short and long term temperature controlled areas</li> </ul>
3. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve: <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/ Import/ Quarantine / Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### REGULATE TEMPERATURE CONTROLLED STOCK

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information and maintain workplace records</li> <li>a.2. provide customer/client service</li> <li>a.3. identify products, storage, temperature range and temperature control equipment</li> <li>a.4. handle refrigerated goods and liquefied gas safely</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems and equipment</li> <li>a.3. application of relevant industrial legislative requirements</li> <li>a.4. identification and correct use of equipment, processes and procedures</li> <li>a.5. selection and implementation of corrective actions to maintain temperature levels</li> <li>a.6. procedures for pre-cooling and snap freezing                   <ul style="list-style-type: none"> <li>a.6.1. spraying with liquid nitrogen</li> <li>a.6.2. immersion in a very cold refrigerant</li> <li>a.6.3. freezing in moving air at less than -30°C</li> <li>a.6.4. plate freezer with very low refrigerant temperatures</li> </ul> </li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Range of temperature controlled storage environments</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. quality assurance procedures (where existing)</li> <li>b.4. security procedures</li> <li>b.5. following recognised housekeeping processes</li> <li>b.6. waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly - accidents and incidents reported following enterprise procedures</li> <li>d. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

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

Unit TDT A26 98A MONITOR STORAGE FACILITIES

Field A Handling Stock

**DESCRIPTION:**

Skills and knowledge required to monitor storage facilities and the goods held

ELEMENT	PERFORMANCE CRITERIA
1. Determine site functions and operations	<ul style="list-style-type: none"> <li>a. Layout of storage facilities, work flow and activities undertaken in each zone are identified</li> <li>b. Type of storage facilities, their purpose and (any) associated risk factors are identified</li> <li>c. Inventory lists are accessed through record management system</li> <li>d. Storage separations and co-storage applications are identified</li> </ul>
2. Monitor storage operations	<ul style="list-style-type: none"> <li>a. Inventory data is confirmed to match goods / freight and applicable storage requirements</li> <li>b. Storage areas are supervised to ensure movement of personnel and goods / freight are in accordance with enterprise procedures</li> <li>c. Storage facilities are checked to ensure appropriate operational capacity</li> <li>d. Integrity of goods/materials are monitored to ensure appropriate quality is maintained</li> <li>e. Discrepancies / changes to storage requirements and/or inventory lists are noted and action undertaken in accordance with enterprise procedures</li> <li>f. Appropriate action(s) are initiated in response to breaches of operational procedures or to an emergency / incident</li> <li>g. Operational actions and investigative outcomes are documented in accordance with enterprise procedures</li> </ul>

## Range of Variables

### MONITOR STORAGE FACILITIES

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the Transport and Distribution industry</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include:               <ul style="list-style-type: none"> <li>f.1. hazardous or dangerous materials</li> <li>f.2. contamination of, or from, materials being handled</li> <li>f.3. noise, light, energy sources</li> <li>f.4. stationary and moving machinery, parts or components</li> <li>f.5. service lines</li> <li>f.6. spills, leakages, ruptures</li> <li>f.7. dust/vapours</li> </ul> </li> <li>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>h. Requirements for work may include:               <ul style="list-style-type: none"> <li>h.1. site restrictions and procedures</li> <li>h.2. use of safety and personal protection equipment</li> <li>h.3. communications equipment</li> <li>h.4. specialised lifting and/or handling equipment</li> <li>h.5. incident/accident breakdown procedures</li> <li>h.6. additional gear and equipment</li> <li>h.7. noise restrictions</li> <li>h.8. hours of operations</li> <li>h.9. authorities and permits</li> </ul> </li> <li>i. Consultative processes may involve:               <ul style="list-style-type: none"> <li>i.1. other employees and supervisors</li> <li>i.2. suppliers, potential customers and existing clients</li> <li>i.3. management and union representatives</li> <li>i.4. industrial relations, Occupational Health and Safety specialists,</li> <li>i.5. other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Australian and International standards, criteria and certification requirements</li> <li>h. Communications technology equipment, oral, aural or signed communications</li> <li>i. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>i.1. workplace agreements and awards</li> <li>i.2. occupational health &amp; safety procedures</li> </ul> </li> <li>j. Applicable State, Territory, Commonwealth legislation and regulations which relate to:               <ul style="list-style-type: none"> <li>j.1. Occupational Health &amp; Safety regulations and legislation</li> <li>j.2. Dangerous goods and hazardous substances</li> <li>j.3. Environment Protection Legislation</li> <li>j.4. Traffic Acts</li> </ul> </li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Storage facilities may be:               <ul style="list-style-type: none"> <li>a.1. permanent or temporary</li> <li>a.2. temperature, pressure, humidity controlled and/or monitored</li> <li>a.3. for packaged or bulk goods</li> </ul> </li> </ul>

## Evidence Guide

### MONITOR STORAGE FACILITIES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>a.1. assess capabilities of storage facility and requirements for goods held.</li> <li>a.2. estimate weight and dimensions of load and any special requirements</li> <li>a.3. select appropriate equipment and work systems</li> <li>a.4. communicate effectively in writing and respond to telephone and verbal inquiries</li> <li>a.5. identify job and site hazards and plan work to minimise risks</li> <li>a.6. determine (any) required permits</li> <li>a.7. maintain enterprise records and documentation</li> <li>a.8. identify and safely handle equipment and goods, apply hierarchy of control</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. permit and licence requirements</li> <li>a.4. operational procedures for storage facility</li> <li>a.5. prioritising work and co-ordinating self in relation to activities</li> <li>a.6. enterprise work procedures</li> <li>a.7. focus of operation of work systems and equipment</li> <li>a.8. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.9. identification and correct use of equipment, processes and procedures</li> <li>a.10. planning own work including predicting consequences and identifying improvements</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Storage facility, goods, workplace procedures</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</li> </ul>

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	2	2	2



**DESCRIPTION:**

**Knowledge and skills to assess and maintain optimum stock levels not controlled by a computer generated purchasing system**

ELEMENT	PERFORMANCE CRITERIA
1. Assess projected demand	a. Information/data from sales plan or stock movement is analysed to determine: <ul style="list-style-type: none"> <li>a.1. projected high and low volume periods</li> <li>a.2. seasonal nature of stock demand</li> <li>a.3. required inventory levels at different production and sales cycle stages</li> </ul>
2. Assess variables that impact upon optimum stock levels	<ul style="list-style-type: none"> <li>a. Stock manufacturing/supply and consignment delivery lead times are determined</li> <li>b. Internal processing and distribution times are determined</li> <li>c. Spoilage and obsolescence times are calculated (where applicable)</li> <li>d. Maximum stock carrying capacity is assessed</li> <li>e. Physical and human resources are assessed in relation to projected required stock levels</li> <li>f. Contingencies are developed for abnormal distribution stoppages/slow downs to supply chain</li> </ul>
3. Determine optimum inventory levels	<ul style="list-style-type: none"> <li>a. Production and sales cycle stages are correlated to stock manufacturing supply and distribution lead times</li> <li>b. Safety stock levels are calculated</li> <li>c. Optimum inventory levels are identified</li> </ul>
4. Monitor optimum inventory levels	<ul style="list-style-type: none"> <li>a. Inventory benchmarks are continually compared to current and known future sales turnover/ production requirements</li> <li>b. Adjustments to inventory levels are undertaken in accordance with reassessed sales turnover/production requirements, enterprise procurement processes and within scope of authority</li> <li>c. Changes and/or requests for adjustments to inventory levels are documented in accordance with enterprise policies</li> <li>d. Resources are assembled in accordance with identified optimum inventory levels</li> </ul>

## Range of Variables

### ASSESS AND MONITOR OPTIMUM STOCK LEVELS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in the Warehousing, Storage, Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1. other employees and supervisors</li> <li>b.2. customers and suppliers</li> <li>b.3. management and union representatives</li> <li>b.4. industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of:	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1. enterprise policies and procedures</li> <li>a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3. quality assurance procedures (where existing)</li> <li>a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>b. Relevant agreements, codes of practice and other legislative requirements</li> <li>c. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>h.1. workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> <li>h.3. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:</li> <li>h.4. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>h.5. Workplace Relations</li> <li>h.6. Workers Compensation</li> <li>h.7. Hazardous substances and dangerous goods</li> <li>h.8. Environment Protection</li> <li>h.9. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>i. Standards and certification requirements</li> <li>j. License, Patent or copyright arrangements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Inventory benchmarks may be periodic, monthly or annual</li> <li>b. Lead times may vary in accordance with type of transport mode(s), processing time, external requirements such as regulatory requirements, freight disputes, Customs regulations, scarcity of resource</li> <li>c. This unit applies to predominantly manual operations and does not include a total computer generated purchasing system operation</li> </ul>

## Evidence Guide

### ASSESS AND MONITOR OPTIMUM STOCK LEVELS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:                             <ul style="list-style-type: none"> <li>a.1. determine optimum stock levels</li> <li>a.2. suggest improvements to supply operations and negotiate changes</li> <li>a.3. mediate and resolve issues surrounding supply storage and management</li> <li>a.4. identify requirements of tasks and organise planning, job completion and evaluation stages</li> <li>a.5. locate, interpret and apply relevant information</li> <li>a.6. provide customer/client service and work effectively with others</li> </ul> </li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:                             <ul style="list-style-type: none"> <li>a.1. Understanding and knowledge of the application of current competencies within functional activity being performed</li> <li>a.2. focus of operation of supply arrangements, resources, management and workplace operating systems</li> <li>a.3. resource availability including the competencies of individuals in the team / group</li> <li>a.4. enterprise business policies and plans including procedures for maintenance of confidentiality</li> <li>a.5. selection and appropriate application of technology, information systems and procedures</li> </ul> </li> </ul>
4. Resource implications	a. Supply requirements, supplier information, enterprise contract procedures, sales plan, distribution times.
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Legislative requirements are met in any service provision or design</li> <li>c. Modifies activities to cater for variations in workplace contexts and environment</li> <li>d. Demonstrates consistency of performance over time and in a range of contexts</li> <li>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</li> <li>f. Consistently considers when allocating tasks :                             <ul style="list-style-type: none"> <li>f.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</li> <li>f.2. enterprise policies including issue resolution and grievance procedures</li> <li>f.3. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</li> </ul> </li> <li>g. Arranges work to achieve goals and results</li> <li>h. Uses consultative approaches to implement and evaluate work practices</li> <li>i. Organisational performance is improved through improved access to and utilisation of preferred suppliers</li> </ul>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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

**Unit TDT B1 97A CHECK AND ASSESS OPERATIONAL CAPABILITY OF EQUIPMENT**

**Field B Equipment Checking and Maintenance**

**DESCRIPTION:**  
 Ensure the safe and operational effectiveness of the equipment they operate. This unit will be endorsed for the particular equipment where the employee is competent

ELEMENT	PERFORMANCE CRITERIA
1. Inspect equipment and work area	a. Equipment is inspected prior to start-up in accordance with enterprise pre-operational functional safety check procedures and manufacturer's specifications to ensure it is free from damage, leaks and obstructions that may limit operational capability
2. Check equipment operational capability	a. Equipment and components are tested after start-up in accordance with manufacturer's specifications and enterprise procedures b. Warning systems are all checked for operational effectiveness
3. Identify and assess impact faults on work requirements	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	a. Accurate reporting of the results of the inspection and testing is kept in accordance with Statutory requirements, enterprise policy and industry guidelines b. Records are clear, unambiguous and concisely kept in accordance with enterprise 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 CAPABILITY OF EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in Stevedoring</li> <li>e. Safety checks and equipment tests are performed under limited supervision and at work location.</li> <li>f. Safety checks may be performed on               <ul style="list-style-type: none"> <li>f.1. light and heavy forklifts</li> <li>f.2. straddle carriers</li> <li>f.3. front end loaders</li> <li>f.4. rear skid loaders (bobcat)</li> <li>f.5. bulldozers</li> <li>f.6. excavators</li> <li>f.7. shipboard cranes/derricks</li> <li>f.8. bridge and gantry cranes</li> <li>f.9. internal transfer vehicles</li> <li>f.10. mobile non slewing crane(reach stacker) wharf crane</li> <li>f.11. mobile slewing cranes</li> </ul> </li> <li>g. This unit will be endorsed for the particular equipment.</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### CHECK AND ASSESS OPERATIONAL CAPABILITY OF EQUIPMENT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to</li> <li>b. Locate, interpret and apply relevant information</li> <li>c. Conduct of the operation for the following (where applicable)</li> <li>d. Visual checks               <ul style="list-style-type: none"> <li>d.1. pressure over/under specification</li> <li>d.2. fluid leaks</li> <li>d.3. temperature over/under specifications</li> <li>d.4. cracks, surface or structural faults or other damage</li> <li>d.5. tightness of bolts, fixtures and fittings within specs</li> </ul> </li> <li>e. Operate equipment through required range               <ul style="list-style-type: none"> <li>e.1. warning devices</li> <li>e.2. operating lights or audible cues</li> <li>e.3. braking and transmission systems</li> <li>e.4. lifting devices</li> <li>e.5. steering and suspension systems</li> <li>e.6. isolation switches and shut down systems</li> <li>e.7. mechanical, electrical, electronic, hydraulic or pneumatic components</li> <li>e.8. windscreen wipers</li> <li>e.9. Check seat positions, seat belts, mirror positions</li> <li>e.10. Explain and report implications on safe and effective work of defects found</li> </ul> </li> <li>f. Record results of pre-operation tests including               <ul style="list-style-type: none"> <li>f.1. details of faulty equipment or specific components</li> <li>f.2. action taken</li> <li>f.3. results of testing</li> <li>f.4. details of repair and maintenance work to be undertaken</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. operational safety requirements</li> <li>a.2. use characteristics, capabilities and limitations of the equipment</li> <li>a.3. organisational operating procedures</li> <li>a.4. use of relevant tools and equipment</li> <li>a.5. identification of non-conformity to requirements which may comprise operational capability</li> <li>a.6. access, assess, interpret and apply technical information</li> <li>a.7. locating appropriate personnel supervisory or maintenance personnel</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to               <ul style="list-style-type: none"> <li>a.1. Manufacturer's specification and information on safe use</li> <li>a.2. workplace or industry information on pre-operational checks</li> <li>a.3. tools and equipment for checking</li> <li>a.4. relevant load shifting equipment</li> </ul> </li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures Codes of Practice; emergency, fire and accident procedures</li> <li>b.2. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> </ul> </li> <li>c. Operational checks reveal faults that may comprise safe and effective use of equipment. Checks that sequences are logical and meet workplace requirements</li> <li>d. Maintains records within workplace procedures</li> <li>e. Work completed systematically with attention to detail and without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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 requires the application of planning, technical knowledge and skills to the checking and isolation of faults and reporting on the status of equipment

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

## Range of Variables

### TEST EQUIPMENT AND ISOLATE FAULTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>



## Evidence Guide

### TEST EQUIPMENT AND ISOLATE FAULTS

1. Critical aspects of evidence to be considered	<p>Assessment must confirm appropriate knowledge and skills to</p> <ol style="list-style-type: none"> <li>test for faults and recommend repairs or replacements based on cost and time effectiveness</li> <li>locate, interpret and apply relevant information</li> <li>provide customer/client service and work effectively with others</li> <li>convey information in written and oral form</li> <li>maintain workplace records</li> </ol>
2. Interdependent assessment of units	<ol style="list-style-type: none"> <li>This unit of competency may be assessed in conjunction with other units that form part of a job role or function the pre-requisite for this unit is <i>Check and Assess Operational Capability of Equipment</i></li> </ol>
3. Required knowledge and skills	<ol style="list-style-type: none"> <li>Displays the following knowledge and skills in terms of job role or function               <ol style="list-style-type: none"> <li>site layout</li> <li>focus of operation of work systems, equipment, management and site operating systems</li> <li>relationships and requirements of work and operating systems in respect of related systems</li> <li>application of relevant industrial requirements</li> <li>identification and correct use of equipment, processes and procedures used</li> <li>design of test procedures</li> <li>use of on equipment test systems and warning devices</li> <li>visual, manipulative and aural observations</li> <li>use of meters and gauges; tools and equipment</li> <li>prediction of most cost/time effective rectification procedures</li> <li>the application of mechanical, hydraulic, electrical and electronic principles</li> <li>characteristics of the materials used in the system being tested</li> <li>classification of systems types and identification of system components</li> </ol> </li> </ol>
4. Resource implications	<ol style="list-style-type: none"> <li>Access to potentially faulty equipment, workplace policies and procedures, regulations (where applicable) and manufacturer's information</li> </ol>
5. Consistency in performance	<ol style="list-style-type: none"> <li>Applies knowledge and skills when               <ol style="list-style-type: none"> <li>establishing plans</li> <li>describing consequences</li> <li>completing tasks</li> <li>identifying improvements</li> <li>applying safety precautions relevant to the task</li> </ol> </li> <li>Shows evidence of application of relevant workplace procedures including               <ol style="list-style-type: none"> <li>hazard policies and procedures including Codes of Practice</li> <li>issue resolution procedures</li> <li>job procedures and work instructions</li> <li>relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>quality assurance procedures (where existing)</li> <li>security procedures</li> <li>following recognised housekeeping processes</li> <li>waste, pollution and recycling management processes</li> </ol> </li> <li>Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and according to enterprise procedures</li> <li>Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ol>
6. Context for assessment	<ol style="list-style-type: none"> <li>Assessment may occur on the job or in a simulated workplace</li> </ol>

### 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:**

**Skills and knowledge required to assess the operational status of conveyor systems**

ELEMENT	PERFORMANCE CRITERIA
1. Inspect conveyor system and work area	a. The conveyor equipment is checked prior to start up in accordance with enterprise procedures, manufacturers safety checks and specifications to ensure it is free from damage and obstructions that may limit operational capability b. Work area is checked to ensure that it is safe and appropriate for the required task
2. Check equipment operational capability	a. Conveyors are inspected after start-up in accordance with manufacturer's specifications and enterprise procedures to check: <ul style="list-style-type: none"> <li>a.1. belt surface and edges</li> <li>a.2. frame</li> <li>a.3. idlers</li> <li>a.4. motive power source</li> <li>a.5. tensions</li> <li>a.6. tracking</li> <li>a.7. speed</li> <li>a.8. guides</li> </ul> b. Warning systems are checked for operational effectiveness c. Records are checked to determine maintenance history and requirements and goods carried
3. Identify, assess faults and report results of inspection and testing	a. Faults are identified and assessments made of the potential effect on the operation of the equipment for the required work and forwarded to relevant personnel b. Accurate reporting of the results of the inspection and testing is kept in accordance with Statutory requirements, enterprise policy and industry guidelines c. Clear reference is made to any items which may affect the future safety/operation of the equipment d. Conveyor system is continually monitored for safe and efficient operation

## Range of Variables

### CHECK CONVEYOR OPERATIONAL STATUS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include:               <ul style="list-style-type: none"> <li>f.1. hazardous or dangerous materials</li> <li>f.2. contamination of, or from, materials being handled</li> <li>f.3. noise, light, energy sources</li> <li>f.4. stationary and moving machinery, parts or components</li> <li>f.5. service lines</li> <li>f.6. spills,leakages,ruptures</li> <li>f.7. dust/vapours</li> </ul> </li> <li>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>h. Requirements for work may include:               <ul style="list-style-type: none"> <li>h.1. site restrictions and procedures</li> <li>h.2. use of safety and personal protection equipment</li> <li>h.3. communications equipment</li> <li>h.4. specialised lifting and/or handling equipment</li> <li>h.5. incident breakdown procedures</li> <li>h.6. additional gear and equipment</li> <li>h.7. noise restrictions</li> <li>h.8. hours of operations</li> <li>h.9. authorities and permits</li> </ul> </li> <li>i. Consultative processes may involve:               <ul style="list-style-type: none"> <li>i.1. other employees and supervisors</li> <li>i.2. suppliers, potential customers and existing clients</li> <li>i.3. management and union representatives</li> <li>i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies</li> <li>f. Material Safety Data Sheets</li> <li>g. Supplier and/or client instructions</li> <li>h. Australian and International standards, criteria and certification requirements</li> <li>i. Communications technology equipment, oral, aural or signed communications</li> <li>j. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>j.1. workplace agreements and awards</li> <li>j.2. occupational health &amp; safety procedures</li> <li>j.3. Applicable State, Territory, Commonwealth legislative framework concerning:</li> <li>j.4. Occupational Health &amp; Safety</li> <li>j.5. Workplace Relations</li> <li>j.6. Workers Compensation</li> <li>j.7. Dangerous goods and hazardous substances</li> <li>j.8. Environment Protection</li> <li>j.9. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> <li>j.10. Traffic Acts</li> </ul> </li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Conveyor may be enclosed or exposed, above or underground</li> <li>b. Conveyor belt construction and materials may vary</li> <li>c. Work is governed by manufacturer's instructions and enterprise procedures</li> <li>d. Power source may be electric, hydraulic or internal combustion</li> <li>e. Types of conveyors may include: buckets, rollers, air slides, drag chains, gravity systems</li> </ul>

## Evidence Guide

### CHECK CONVEYOR OPERATIONAL STATUS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. assess operational status of conveyor system.</li> <li>a.2. identify by name and function equipment, components and materials</li> <li>a.3. monitor belt and conveyor operation and identify variables which influence belt performance on conveyors</li> <li>a.4. perform allowable adjustments</li> <li>a.5. identify faults in operation of equipment or belt condition</li> <li>a.6. estimate weight and dimensions of load</li> <li>a.7. select appropriate equipment and work systems</li> <li>a.8. identify job and site hazards and plan work to minimise risks</li> <li>a.9. determine (any) required permits</li> <li>a.10. use appropriate communication strategies and equipment</li> <li>a.11. locate, interpret and apply relevant information</li> <li>a.12. maintain enterprise records and documentation</li> <li>a.13. identify and safely handle equipment and goods, apply hierarchy of control</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. conveyed materials' potential for toxicity, reactivity, material grade, type and purpose</li> <li>a.4. purpose and requirements of a conveyor belt system and its relationship to customer work systems</li> <li>a.5. procedures for adjusting and aligning tracking, tension and speed to ensure even running function and operation of belt cleaning systems</li> <li>a.6. the application of mechanical, hydraulic, pneumatic and electrical principles in relation to conveyor operations</li> <li>a.7. permit and licence requirements</li> <li>a.8. prioritising work and co-ordinating self in relation to activities</li> <li>a.9. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.10. identification and correct use of equipment, processes and procedures</li> <li>a.11. planning own work including predicting consequences and identifying improvements</li> <li>a.12.</li> </ul>
4. Resource implications	a. Conveyor system and goods to be transferred
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Work consistently shows that faults are reported as required and adjustments are made within scope of authority</li> <li>f. Demonstrates consistency of performance over time and in a range of contexts</li> <li>g. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> <li>g.1. codes of practice, hazard policies and procedures</li> <li>g.2. issue resolution procedures</li> <li>g.3. job procedures and work instructions</li> <li>g.4. guidelines relating to the safe use of machinery and equipment</li> <li>g.5. quality assurance procedures (where existing)</li> <li>g.6. security procedures</li> <li>g.7. housekeeping processes</li> <li>g.8. waste, pollution and recycling management processes</li> </ul> </li> <li>h. Action taken promptly - incidents reported within regulatory requirements and following workplace procedures</li> <li>i. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

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	3

**DESCRIPTION:**

Skills and knowledge to shift loads by hand

ELEMENT	PERFORMANCE CRITERIA
1. Assess risks arising from the relocation of the load	<ul style="list-style-type: none"> <li>a. Products, goods or materials to be relocated are identified</li> <li>b. Locations for storage determined and potential routes to be followed identified</li> <li>c. Effect of load relocation on original load base is predicted</li> <li>d. Points of balance estimated</li> <li>e. Required clearances compared to available space and adjustments made</li> <li>f. Effects of moving contents which may be loose, liquid, dangerous or hazardous are considered</li> <li>g. Potential risks in route(s) which may be followed are considered</li> <li>h. Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goods</li> <li>i. Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identified</li> <li>j. Team lifting processes are considered for application</li> </ul>
2. Plan load relocation	<ul style="list-style-type: none"> <li>a. Relocation of the load is planned consistent with the code of practice for manual handling</li> <li>b. Process for relocating load proposed including predicting and planning for potential difficulties</li> <li>c. Proposed process checked against code of practice and workplace procedures for compliance</li> </ul>
3. Relocate load	<ul style="list-style-type: none"> <li>a. Required actions of lifting, lowering and carrying, pulling and pushing are used</li> <li>b. Applications appropriate for team relocation of load are identified</li> <li>c. Team lifting tasks are co-ordinated</li> <li>d. Planned process and route are followed</li> <li>e. Relocated materials are set down without damage to goods, personnel or equipment and checked for stability</li> <li>f. Relocation is checked to see that it meets work requirements, with any variance(s) reported</li> </ul>

## Range of Variables

### SHIFT MATERIALS SAFELY

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> <li>e. loads to be shifted may be irregularly shaped, packaged or unpackaged, labelled or unlabelled</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve: <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### SHIFT MATERIALS SAFELY

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> <li>a.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. follow the designated work plan for the job</li> <li>a.7. use appropriate techniques and body positioning when lifting, lowering and carrying, pulling and pushing and team lifting</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout and obstacles</li> <li>a.2. identification of manual handling risks, the load on the spine, controlled actions on a movement, rotation and side movement of the spine, postures and positions, work layout and loads weight, load type and position, frequency, distance and time</li> <li>a.3. focus of operation of work systems, equipment or management site and organisational operating systems</li> <li>a.4. impact of job on enterprise and individual performance</li> <li>a.5. application of relevant industrial requirements</li> <li>a.6. relevant bond, quarantine or other legislative requirements</li> <li>a.7. modifying activities dependant on differing workplace contexts, risk situations and environments</li> <li>a.8. estimation of size, shape and special requirements of loads</li> <li>a.9. identification of container and goods coding, IMDG markings and where applicable Emergency Information Panels</li> <li>a.10. eye hand coordination</li> </ul>
4. Resource implications	<p>a. Access to loads to be shifted and others to assist in the load shifting process</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> <p>b. Goods are shifted with no damage to self, others or the goods</p> <p>c. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>c.1. obtaining assistance from other team members when required</li> <li>c.2. hazard policies and procedures including Codes of Practice</li> <li>c.3. issue resolution procedures</li> <li>c.4. job procedures and work instructions</li> <li>c.5. quality assurance procedures (where existing)</li> <li>c.6. security procedures</li> <li>c.7. following recognised housekeeping processes</li> <li>c.8. waste, pollution and recycling management processes</li> </ul> <p>d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</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 completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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	2	2	2





**DESCRIPTION:**

Skills and knowledge to use mechanical aids in the shifting of loads

ELEMENT	PERFORMANCE CRITERIA
<p>1. Assess risks arising from the relocation of the load</p>	<ul style="list-style-type: none"> <li>a. Products, goods or materials to be relocated are identified</li> <li>b. Location for storage is determined</li> <li>c. Routes to be followed are identified</li> <li>d. Points of balance estimated</li> <li>e. Effect of moving contents which may be loose, liquid, dangerous or hazardous are considered</li> <li>f. Potential risks in route(s) which may be followed are considered</li> <li>g. Lifting equipment to minimise potential risks is identified</li> <li>h. Appropriate personal protective equipment is worn</li> </ul>
<p>2. Plan load relocation</p>	<ul style="list-style-type: none"> <li>a. Load shifting equipment selected</li> <li>b. Safe procedures for using lifting equipment identified, including the calculation of S.W.L. (Safe Working Load) and/or W.L.L. (Working Load Limit) for weight of goods to be moved</li> <li>c. Process for relocating load proposed predicting and planning for potential difficulties</li> <li>d. Proposed process checked against relevant Code of Practice and workplace procedures for compliance</li> <li>e. Lifting equipment and accessories are checked for safe operation in accordance with manufacturer's instructions and enterprise procedures</li> </ul>
<p>3. Relocate Load</p>	<ul style="list-style-type: none"> <li>a. Any unsafe equipment is reported to appropriate personnel</li> <li>b. Planned process and route are followed using equipment within necessary range of limitations</li> <li>c. Relocated materials are set down without damage to goods, personnel or equipment and checked for stability</li> <li>d. Relocation is checked to see that it meets work requirements, any variances are reported</li> <li>e. Equipment is returned to storage area</li> </ul>

## Range of Variables

### USE MANUAL HANDLING EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### USE MANUAL HANDLING EQUIPMENT

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. use manual handling equipment to shift loads</li> <li>a.2. identify manual handling risks to self, others and equipment</li> <li>a.3. estimate effect of load and operating limitations of equipment</li> <li>a.4. locate, interpret and apply relevant information</li> <li>a.5. maintain workplace records</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> </ul>
2. Interdependent assessment of units	<p>a. These units of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. identification and safe use of mechanised materials handling equipment relevant to the workplace</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. relationships and requirements of work and operating systems in respect of related systems</li> <li>a.4. impact of job on enterprise and individual performance</li> <li>a.5. application of relevant industrial and legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures</li> <li>a.7. modification of activities dependant on differing workplace contexts and environments</li> <li>a.8. calculation of Safe Working Load and Working Load Limit</li> </ul>
4. Resource implications	<p>a. Range of manual handling equipment and goods to be shifted</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> <p>b. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. emergency, fire and accident procedures</li> <li>b.3. the use of personal protective clothing and equipment conforming to industry standards according to the nature of the task</li> <li>b.4. hazard identification</li> <li>b.5. issue resolution procedures</li> <li>b.6. job procedures and work instructions</li> <li>b.7. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.8. quality assurance procedures (where existing)</li> <li>b.9. security procedures</li> <li>b.10. following recognised housekeeping processes</li> <li>b.11. waste, pollution and recycling management processes</li> </ul> <p>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise 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. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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	1	2	2	2



**DESCRIPTION:**

**Skills and knowledge required to handle hazardous substances and dangerous goods**

ELEMENT	PERFORMANCE CRITERIA
1. Identify requirements for working with dangerous goods and/or hazardous substances	<ul style="list-style-type: none"> <li>a. Dangerous goods and/or hazardous substances are identified from information including class labels, manifests and other documentation</li> <li>b. Storage requirements for hazardous substances and/or dangerous goods are identified and applied</li> <li>c. Legislative requirements for hazardous substances and/or dangerous goods are known and used to plan work activities</li> <li>d. Handling procedures for different classes and characteristics of goods are observed</li> </ul>
2. Confirm site incident procedures	<ul style="list-style-type: none"> <li>a. Incident reporting processes are identified</li> <li>b. Emergency equipment is located and checked according to workplace procedures and statutory regulations</li> <li>c. Emergency procedures are identified and confirmed</li> </ul>
3. Select handling techniques	<ul style="list-style-type: none"> <li>a. Load handling and shifting procedures are selected in accordance with requirements for particular goods</li> <li>b. Handling equipment is checked for conformity with workplace requirements and manufacturers guidelines</li> <li>c. Suitable signage is checked for compliance with workplace procedures</li> </ul>
4. Handle and store dangerous goods and hazardous substances	<ul style="list-style-type: none"> <li>a. Workplace procedures regarding the handling and storage of dangerous goods and/or hazardous substances are followed in accordance with the Australian Dangerous Goods Code and other relevant legislation/codes/guidelines</li> </ul>

## Range of Variables

### HANDLE HAZARDOUS SUBSTANCES / DANGEROUS GOODS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include:               <ul style="list-style-type: none"> <li>f.1. hazardous or dangerous materials</li> <li>f.2. contamination of, or from, materials being handled</li> <li>f.3. noise, light, energy sources</li> <li>f.4. stationary and moving machinery, parts or components</li> <li>f.5. service lines</li> <li>f.6. spills, leakages, ruptures</li> <li>f.7. dust/vapours</li> </ul> </li> <li>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>h. Requirements for work may include:               <ul style="list-style-type: none"> <li>h.1. site restrictions and procedures</li> <li>h.2. use of safety and personal protection equipment</li> <li>h.3. communications equipment</li> <li>h.4. specialised lifting and/or handling equipment</li> <li>h.5. incident breakdown procedures</li> <li>h.6. authorities and permits</li> <li>h.7. hours of operations</li> <li>h.8. noise restrictions</li> <li>h.9. additional gear and equipment</li> </ul> </li> <li>i. Consultative processes may involve:               <ul style="list-style-type: none"> <li>i.1. other employees and supervisors</li> <li>i.2. suppliers, potential customers and existing clients</li> <li>i.3. management and union representatives</li> <li>i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Australian and International standards, criteria and certification requirements</li> <li>h. Communications technology equipment, oral, aural or signed communications</li> <li>i. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>i.1. occupational health &amp; safety procedures</li> </ul> </li> <li>j. Applicable State, Territory, Commonwealth legislative framework which relate to:               <ul style="list-style-type: none"> <li>j.1. Occupational Health &amp; Safety</li> <li>j.2. Dangerous goods and hazardous substances</li> <li>j.3. Environment Protection</li> <li>j.4. Standards and certification requirements</li> <li>j.5. Quality assurance procedures</li> <li>j.6. Emergency procedures</li> <li>j.7. Australian Dangerous Goods Code</li> <li>j.8. Relevant Australian Standards</li> </ul> </li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Identification of goods may be from Materials Safety Data Sheets, packaging labels, manifests, stock lists, HAZCHEM interpretative advice</li> <li>b. Goods may be for short or long term storage or in transit</li> <li>c. Work is governed by the legislation and regulatory framework from which workplace procedures have been established</li> <li>d. Relevant Australian Standards may include: AS 1216, AS 1596, AS 1894, AS 1940, AS 2030.1-4, AS 2508.2.001-013, AS 2508.3.001-014</li> </ul> <p>NB If it is considered that dangerous goods or hazardous materials are not appropriately marked, confirmation should be sought from relevant personnel</p>

## Evidence Guide

### HANDLE HAZARDOUS SUBSTANCES / DANGEROUS GOODS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess handling and storage precautions and requirements for hazardous substances/dangerous goods</p> <p>a.2. estimate weight and dimensions of load and any special requirements</p> <p>a.3. select appropriate equipment and work systems</p> <p>a.4. identify job and site hazards and plan work to minimise risks</p> <p>a.5. determine (any) required permits</p> <p>a.6. use appropriate communication strategies and equipment</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. maintain enterprise records and documentation</p> <p>a.9. identify and safely handle equipment and goods, apply hierarchy of control</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. identification of container and goods coding and HAZCHEM markings</p> <p>a.4. permit and licence requirements</p> <p>a.5. application of relevant aspects of ADG Code and Australian Standards</p> <p>a.6. operational procedures for handling and storing hazardous substances/dangerous goods</p> <p>a.7. prioritising work and co-ordinating self in relation to activities</p> <p>a.8. enterprise work procedures</p> <p>a.9. focus of operation of work systems and equipment</p> <p>a.10. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.11. identification and correct use of equipment, processes and procedures</p> <p>a.12. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	<p>a. Job requirements for handling and storing hazardous substances/dangerous goods</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</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	2

**DESCRIPTION:**

Basic knowledge and skills to identify critical characteristics of loads and safely load and unload in accordance with enterprise requirements and relevant government regulations

ELEMENT	PERFORMANCE CRITERIA
1. Load and unload vehicle	<ul style="list-style-type: none"> <li>a. Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures</li> <li>b. Dangerous or hazardous goods are identified and handled in accordance with required procedures for dangerous or hazardous goods</li> <li>c. Load demonstrating compliance with (any) loading regulations and workplace safety requirements</li> <li>d. Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation</li> <li>e. Unloading activities are conducted in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load</li> </ul>
2. Secure and protect load	<ul style="list-style-type: none"> <li>a. The distribution of the load is checked to ensure that it is even, legal and within safe working capacity</li> <li>b. Load is secured using the correct load restraint and protection equipment for different loads, carrying and storage conditions</li> <li>c. The load is protected in accordance with legal and workplace safety requirements</li> </ul>
3. Complete documentation	<ul style="list-style-type: none"> <li>a. The load is inspected and checked for security to travel</li> <li>b. All required documentation for the goods is completed in accordance with enterprise requirements</li> </ul>



## Range of Variables

### LOAD AND UNLOAD GOODS/CARGO

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> <li>e. Cargo to be loaded may require special precautions</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### LOAD AND UNLOAD CARGO

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7. identify load characteristics, dangerous or hazardous goods, manual handling equipment and practices</li> <li>a.8. safely load and unload goods following enterprise procedures</li> <li>a.9. distribute and secure load for safe transport</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. application of regulations and enterprise policy</li> <li>a.7. appropriate use of manual handling techniques and equipment</li> <li>a.8. modifying activities dependant on differing workplace contexts, risk situations and environments</li> <li>a.9. estimation of size, shape and special requirements of loads</li> <li>a.10. identification of container and goods coding, IMDG markings and where applicable Emergency Information Panels</li> <li>a.11. eye hand coordination</li> </ul>
4. Resource implications	a. Access to loads to be loaded/unloaded, goods and appropriate spaces for loading and unloading operations
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> <li>a.6. assessing operational capability of equipment used and work processes selected</li> </ul> <p>b. Loads are packed/unpacked to make safe and effective use of available spaces</p> <p>c. Goods receiving special handling and/or documentation are identified and appropriate procedures followed</p> <p>d. Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods</p> <p>e. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>e.1. hazard policies and procedures including Codes of Practice</li> <li>e.2. issue resolution procedures</li> <li>e.3. job procedures and work instructions</li> <li>e.4. relevant guidelines relating to the use of equipment</li> <li>e.5. quality assurance procedures (where existing)</li> <li>e.6. security procedures</li> <li>e.7. following recognised housekeeping processes</li> <li>e.8. waste, pollution and recycling management processes</li> </ul> <p>f. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>g. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>h. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	Assessment may occur on the job or in a simulated workplace

### 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	2	2	2

Unit TDT D7 97A PREPARE CARGO FOR TRANSFER WITH SLINGS

Field D Load Handling

**DESCRIPTION:**

Skills and knowledge for the preparations necessary for transferring cargo using slings on the waterfront

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for transfer of cargo	<ul style="list-style-type: none"> <li>a. Working area is prepared and maintained in accordance with national standards and safety codes and site operating procedures</li> <li>b. Unsafe work practices and or faulty equipment is reported in accordance with enterprise procedures</li> <li>c. Correct protective equipment is identified and worn</li> </ul>
2. Calculate Safe Working Load (SWL) or Working Load Limit (WLL) of slings and loads	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using standardised formulae for different types of lifting cables</li> <li>b. Lifting equipment is checked to determine the safe working load.</li> <li>c. Fibre Ropes, Wire Ropes, Chains or Webbing Sling are checked for conformity with safety equipment</li> </ul>
3. Sling cargo and unslung cargo	<ul style="list-style-type: none"> <li>a. Cargo is slung/unslung in accordance with national standards, safety codes and site operating procedures</li> <li>b. Correct securing devices are identified and used</li> <li>c. Load is steadied by tag lines as required</li> <li>d. Damaged cargo is identified and reported in accordance with enterprise procedures</li> <li>e. Slings attachments are released from load ensuring no injury to personnel or damage to machinery or cargo</li> </ul>
4. Strap and Unstrap Goods	<ul style="list-style-type: none"> <li>a. Cargo is strapped and unstrapped in accordance with national standards, safety codes and site operating procedures</li> <li>b. Mechanical strapping equipment is used in accordance with manufacturer's instructions</li> <li>c. Damaged cargo is identified and reported in accordance with enterprise reporting procedures</li> <li>d. Strapping arrangements are secured/released to/from load ensuring no injury to personnel or damage to machinery or cargo</li> </ul>

## Range of Variables

### PREPARE CARGO FOR TRANSFER WITH SLINGS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### PREPARE CARGO FOR TRANSFER WITH SLINGS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. identify appropriate points for locations of slings</li> <li>a.2. sling goods safely and set down without damage</li> <li>a.3. locate, interpret and apply relevant information</li> <li>a.4. provide customer/client service and work effectively with others</li> <li>a.5. convey information in written and oral form</li> <li>a.6. maintain workplace records</li> <li>a.7. use workplace colloquial and technical language and communication technologies in the workplace context</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. relationships and requirements of work and operating systems in respect of related systems</li> <li>a.4. impact of job on enterprise and individual performance</li> <li>a.5. application of relevant industrial requirements</li> <li>a.6. relevant bond, quarantine or other legislative requirements</li> <li>a.7. identification and correct use of equipment, processes and procedures used within context of the job</li> <li>a.8. requirements for Safe Working Load (SWL) or Working Load Limit (WLL)</li> </ul>
4. Resource implications	<p>a. Range of lifting slings, ropes, cables and nets</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> <p>b. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> <p>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise 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. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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



**Unit TDT D10 97A OPERATE A FORKLIFT**

**Field D Load Handling**

**DESCRIPTION:**

**Knowledge and skills to operate a forklift safely, including systematic and efficient control of all vehicle functions and effective management of hazardous situations**

ELEMENT	PERFORMANCE CRITERIA
1. Check forklift condition	<ul style="list-style-type: none"> <li>a. Condition of forklift is checked for compliance with enterprise requirements for warning devices, operation to specifications and the nature of the load shifting exercise</li> <li>b. Attachments are checked to ensure appropriate adjustment and operation</li> <li>c. Mirrors and seats are adjusted for safe operation by the driver</li> <li>d. Logs are checked and appropriate workplace documentation completed</li> </ul>
2. Drive the forklift	<ul style="list-style-type: none"> <li>a. Forklift is started, steered, manoeuvred, positioned and stopped in accordance with traffic regulations and manufacturer's instructions</li> <li>b. Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage</li> <li>c. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving. The forklift is driven in reverse, maintaining visibility and achieving accurate positioning</li> <li>d. The forklift is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and company procedures</li> </ul>
3. Operate a forklift to handle loads	<ul style="list-style-type: none"> <li>a. The lifting task to be undertaken is appropriately planned and the correct lifting truck and attachments are selected</li> <li>b. The load is lifted, carried, lowered and set down in accordance with Occupational Health and Safety legislation, manufacturer's specifications and company procedures</li> </ul>
4. Monitor site conditions	<ul style="list-style-type: none"> <li>a. When selecting the most efficient route, hazards and traffic flow are identified and appropriate adjustments are made</li> <li>b. Site conditions are assessed to enable safe operations and to ensure no injury to people or damage to property, equipment, loads or facilities occurs</li> </ul>
5. Monitor and maintain forklift performance	<ul style="list-style-type: none"> <li>a. Performance and efficiency of vehicle operation is monitored during use</li> <li>b. Defective or irregular performance and malfunctions are reported to company</li> <li>c. Forklift records are maintained/updated in accordance with company procedures and legislative requirements</li> </ul>

## Range of Variables

### OPERATE A FORKLIFT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Warehousing forklift operations including counterbalance trucks, reach trucks, pallet trucks and straddle trucks</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> <li>n. Australian Standard 2359 - Industrial Truck Code</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>



## Evidence Guide

### OPERATE A FORKLIFT

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. Locate, interpret and apply relevant information</li> <li>a.2. Provide customer, client service</li> <li>a.3. Work effectively with colleagues</li> <li>a.4. Convey information in written and oral form</li> <li>a.5. Maintain workplace records</li> <li>a.6. Use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7. Handle loads and drive defensively</li> <li>a.8. Manage forklift controls, read instruments and adjust engine power to site requirements</li> <li>a.9. Drive safely in warehouse environment</li> <li>a.10. Meet as a minimum requirements of (any) relevant legislation</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. modifying activities dependant on differing workplace contexts and environment</li> <li>a.7. application of regulations and company operating procedures on forklift load shifting operation</li> <li>a.8. identification of points of balance and safe lifting positions on a range of loads</li> </ul>
4. Resource implications	a. Access to forklifts, attachments where appropriate and load to be shifted
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> <p>b. Follows company and regulatory requirements for forklifts in all operations</p> <p>c. Loads safely and economically lifted, shifted and located without damage to equipment</p> <p>d. Relocated material is restacked appropriately for the transport method, safe height, weight loading, size and crushability of the goods</p> <p>e. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>e.1. hazard policies and procedures including Codes of Practice</li> <li>e.2. issue resolution procedures</li> <li>e.3. job procedures and work instructions</li> <li>e.4. relevant guidelines relating to the safe use of equipment</li> <li>e.5. quality assurance procedures (where existing)</li> <li>e.6. security procedures</li> <li>e.7. following recognised housekeeping processes</li> <li>e.8. waste, pollution and recycling management processes</li> <li>e.9. reporting of unsafe or damaged equipment</li> </ul> <p>f. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>g. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>h. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

### 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	2	2	2



Unit TDT D11 97A CONDUCT ADVANCED FORKLIFT OPERATIONS

Field D Load Handling

**DESCRIPTION:**

Select, fit and operate forklifts with specialised lifting attachments or all terrain equipment

ELEMENT	PERFORMANCE CRITERIA
1. Check attachments and worksite for suitability	<ul style="list-style-type: none"> <li>a. Suitable work site is selected for operations</li> <li>b. Work area is checked for overhead obstructions and proximity to service delivery lines</li> <li>c. Barriers or warning signs are erected in areas subject to passing traffic</li> <li>d. Attachments and platforms are securely fixed to carriage or tines</li> <li>e. Personnel support platforms are inspected to ensure compliance with the relevant Australian standard</li> </ul>
2. Select type of forklift and accessories for required load shifting task	<ul style="list-style-type: none"> <li>a. Situations requiring special equipment or attachments identified to match load and work characteristics</li> <li>b. Appropriate specialised equipment selected</li> <li>c. Existing attachments removed and stored according to workplace procedures</li> <li>d. Specialised equipment fitted according to manufacturer's instructions and workplace procedures</li> <li>e. Designated staff notified regarding specialist operations</li> </ul>
3. Shift load and complete work	<ul style="list-style-type: none"> <li>a. Equipment is operated within safe working limits and to maximise efficiency of operations</li> <li>b. Load is lifted, carried and set down in accordance with workplace and manufacturer's procedures and legislative requirements</li> <li>c. Documentation is completed reporting any damage or faults to goods or equipment</li> <li>d. Specialist equipment and forklift returned to appropriate storage/parking area</li> </ul>

## Range of Variables

### CONDUCT ADVANCED FORKLIFT OPERATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> <li>e. Equipment may be used for stock handling, information storage and gathering computerised warehouse equipment</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>e. Operations conducted by day or night</li> <li>f. Work may be conducted in restricted spaces or exposed conditions or controlled or open environments, or even on uneven, wet or dry surfaces</li> <li>g. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>h. Personnel in work area may include company personnel, site visitors, contractors, official representatives</li> <li>i. The use of range of attachments               <ul style="list-style-type: none"> <li>i.1. Spikes</li> <li>i.2. Drum carriers</li> <li>i.3. Bale carriers</li> <li>i.4. Tines</li> <li>i.5. Personnel carriers</li> <li>i.6. Hight reaching</li> <li>i.7. Pantograph</li> <li>i.8. Jibs</li> <li>i.9. Paper clamps</li> <li>i.10. Hooks</li> <li>i.11. Side lifters</li> </ul> </li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> <li>n. Australian Standard 2359 - Industrial Truck Code</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### CONDUCT ADVANCED FORKLIFT OPERATIONS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. Locate, interpret and apply relevant information</li> <li>a.2. Provide customer, client service</li> <li>a.3. Convey information in written and oral form</li> <li>a.4. Maintain workplace records</li> <li>a.5. Use workplace colloquial and technical language and communication technologies in the workplace context</li> </ul>
2. Interdependent assessment of units	a. Pre-requisite to this unit is completion of <i>Operating forklifts</i>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. application of relevant industrial or other legislative requirements</li> <li>a.4. identification and correct use of equipment, processes and procedures</li> </ul>
4. Resource implications	a. Range of forklift attachments
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> <p>b. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice                             <ul style="list-style-type: none"> <li>b.1.1. emergency, fire and accident procedures</li> <li>b.1.2. the use of personal protective clothing and equipment conforming to industry standards according to the nature of the task</li> <li>b.1.3. hazard identification</li> </ul> </li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> <p>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise 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. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

### 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	2	2	2	2



## Unit TDT D12 97A OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

Field D Load Handling

### DESCRIPTION:

Transfer of goods using specialised load shifting equipment and is to be endorsed specifying the relevant equipment

ELEMENT	PERFORMANCE CRITERIA
1. Plan work for the current working conditions	<ul style="list-style-type: none"> <li>a. Traffic flow and work area conditions are constantly assessed and anticipated to allow safe operation to ensure no injury to people, or damage to equipment, loads or facilities</li> <li>b. Characteristics of the load are taken into account to ensure that where applicable, appropriate attachments are used to transport the load</li> <li>c. Any occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel</li> </ul>
2. Use controls and equipment operating systems to manage movement of the unit and accessory operations	<ul style="list-style-type: none"> <li>a. Equipment is prepared and any appropriate attachment fitted</li> <li>b. Gear and operational levers are checked to ensure that they are in the neutral position prior to inserting ignition key and starting engine</li> <li>c. Engine is started in accordance with manufacturer's guidelines to bring the engine to speed</li> <li>d. Instruments and gauges are monitored during start-up and operations to ensure that operation is within manufacturer's specifications and enterprise safety requirements</li> <li>e. Engine power is managed for efficiency of equipment movement and economy of equipment operations</li> <li>f. Equipment operations are conducted within manufacturer's specified torque range</li> <li>g. Any faults or damage to equipment are immediately reported to the appropriate personnel</li> </ul>
3. Locate load and identify load characteristics	<ul style="list-style-type: none"> <li>a. Load is located and identified according to instructions</li> <li>b. Loading and unloading plans are followed to ensure efficiency and safety of operations</li> <li>c. Characteristics of the load are taken into account to ensure that appropriate loading and unloading procedures are followed</li> <li>d. Hazardous goods are identified and relevant procedures are taken into account when planning and conducting the work</li> <li>e. Load weight and dimensions are within the capacity of the equipment</li> </ul>
4. Move materials and loads	<ul style="list-style-type: none"> <li>a. Equipment is manoeuvred and positioned using smooth and controlled movements</li> <li>b. Manoeuvres are within the limits of the equipment and in line with manufacturer's specifications</li> <li>c. Materials are moved ensuring no injury to personnel or damage to equipment or goods</li> </ul>
5. Monitor and operate controls	<ul style="list-style-type: none"> <li>a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions</li> <li>b. Control systems are understood and acted upon in accordance with Statutory Authority Regulations, manufacturer's guidelines and site operating procedures</li> <li>c. Control faults are identified and reported in accordance with company guidelines</li> </ul>
6. Stop, park and secure equipment	<ul style="list-style-type: none"> <li>a. Equipment is brought to a controlled halt within manufacturer's guidelines</li> <li>b. Equipment is parked without injury to personnel or damage to equipment, loads or facilities in accordance with company procedures</li> <li>c. Equipment is secured on a flat, even surface and not close to doorways, aisles, access-ways or blind corners and in accordance with securing procedures for the appropriate equipment</li> </ul>

## Range of Variables

### OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work may be conducted in restricted spaces or exposed conditions or controlled or open environments, or even on uneven, wet or dry surfaces</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Equipment may include               <ul style="list-style-type: none"> <li>d.1. Heavy forklifts</li> <li>d.2. Reach stackers</li> <li>d.3. Excavators</li> <li>d.4. Front-end loaders</li> <li>d.5. Bulldozers</li> <li>d.6. Straddle Carriers</li> <li>d.7. Shipboard/Wharf Cranes</li> <li>d.8. Bridge and Gantry Cranes</li> </ul> </li> <li>e. This unit will be endorsed for the particular equipment</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> <li>n. Australian Standard 2359 - Industrial Truck Code</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>d. Work organisation procedures and practices</li> <li>e. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>e.1. workplace agreements and awards</li> <li>e.2. occupational health &amp; safety</li> <li>e.3. State, Federal or Territory Legislation</li> </ul> </li> <li>f. Consultative processes may involve               <ul style="list-style-type: none"> <li>f.1. staff members</li> <li>f.2. management</li> <li>f.3. union representatives</li> <li>f.4. industrial relations, Occupational Health and Safety specialists</li> <li>f.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/ Import/ Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>



## Evidence Guide

### OPERATE SPECIALISED LOAD SHIFTING EQUIPMENT

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. Locate, interpret and apply relevant information</li> <li>a.2. Provide customer, client service</li> <li>a.3. Convey information in written and oral form</li> <li>a.4. Maintain workplace records</li> <li>a.5. Use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. Loads are shifted safely, equipment used appropriately</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures used within context of the job</li> <li>a.6. use balance points and estimation of weights in setting up loads to be shifted</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Specialised equipment</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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



Unit TDT D21 98A USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

Field D Load Handling

**DESCRIPTION:**

Skills and knowledge required to transfer goods using specialised bulk handling equipment for dry materials including, where applicable, use with dangerous goods and hazardous substances

ELEMENT	PERFORMANCE CRITERIA
1. Plan work	<ul style="list-style-type: none"> <li>a. Dangerous or hazardous (including regulated waste), or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work</li> <li>b. Traffic flow and work area conditions are assessed and anticipated to ensure safe operation and no injury to people, or damage to equipment, loads, facilities or environment</li> <li>c. Characteristics of the load are taken into account when selecting method, equipment and where applicable, appropriate attachments to transfer the load</li> <li>d. Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel</li> <li>e. Bulk transfer of dry materials is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight and dimensions and the capacity of the equipment</li> <li>f. (Any) required personal safety equipment, signage, barriers and special precautions are identified in the plan and utilised</li> <li>g. Procedures to deal with spills, leakages and ruptures are identified</li> <li>h. Customer requests for variation to agreed operations are actioned within scope of authority or referred to appropriate personnel</li> </ul>
2. Transfer material	<ul style="list-style-type: none"> <li>a. Equipment is prepared and any appropriate attachment fitted</li> <li>b. Equipment controls are checked for correct operational status before commencing transfer</li> <li>c. Adjustments are made to process to accommodate special requirements such as temperature control, combustion etc</li> <li>d. Instruments and gauges are monitored during operations to ensure that operation is consistent with site procedures, manufacturer's specifications and enterprise schedule and safety requirements</li> <li>e. Speed of operation is managed for safety and efficiency of materials movement and equipment operations</li> <li>f. Any faults or damage to equipment are immediately reported to the appropriate personnel</li> </ul>
3. Monitor and operate controls	<ul style="list-style-type: none"> <li>a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions</li> <li>b. Control systems are monitored to ensure that operation is consistent with site procedures, manufacturer's specifications, enterprise schedule, safety requirements and statutory regulations</li> <li>c. Materials are moved ensuring no injury to personnel or damage to equipment or goods</li> <li>d. Faults are identified and reported in accordance with enterprise guidelines</li> </ul>
4. Complete operations	<ul style="list-style-type: none"> <li>a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures]</li> <li>b. Clean up methods for transfer equipment are completed following workplace procedures</li> <li>c. Equipment is secured in accordance with securing procedures for the appropriate equipment</li> <li>d. Workplace documentation is completed and filed following enterprise procedures</li> </ul>

## Range of Variables

### USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include:               <ul style="list-style-type: none"> <li>f.1. hazardous or dangerous materials</li> <li>f.2. contamination of, or from, materials being handled</li> <li>f.3. noise, light, energy sources</li> <li>f.4. stationary and moving machinery, parts or components</li> <li>f.5. service lines</li> <li>f.6. spills, leakages, ruptures</li> <li>f.7. dust/vapours</li> </ul> </li> <li>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>h. Requirements for work may include:               <ul style="list-style-type: none"> <li>h.1. site restrictions and procedures</li> <li>h.2. use of safety and personal protection equipment</li> <li>h.3. communications equipment</li> <li>h.4. specialised lifting and/or handling equipment</li> <li>h.5. incident breakdown procedures</li> <li>h.6. additional gear and equipment</li> <li>h.7. noise restrictions</li> <li>h.8. hours of operation</li> <li>h.9. authorities and permits</li> </ul> </li> <li>i. Consultative processes may involve:               <ul style="list-style-type: none"> <li>i.1. other employees and supervisors</li> <li>i.2. suppliers, potential customers and existing clients</li> <li>i.3. management and union representatives</li> <li>i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Australian and International standards, criteria and certification requirements</li> <li>h. Communications technology equipment, oral, aural or signed communications</li> <li>i. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>i.1. workplace agreements and awards</li> <li>i.2. occupational health &amp; safety procedures</li> </ul> </li> <li>j. Applicable State, Territory, Commonwealth legislative framework which relates to:               <ul style="list-style-type: none"> <li>j.1. Occupational Health &amp; Safety</li> <li>j.2. Dangerous goods and hazardous substances</li> <li>j.3. Environment Protection</li> <li>j.4. Traffic Acts</li> </ul> </li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Bulk materials may be granular, powder, palletized, consolidated, particles</li> <li>b. Exposure may be to corrosive chemicals, solvents and adhesives, toxic, explosive and other harmful substances, movement of equipment, goods, vehicles</li> <li>c. Regulatory controls and enterprise procedures govern requirements for transport, storage, volume, mass and required controls</li> <li>d. Relevant transfer systems may include ducted, conveyor, mobile plant, pipelines, elevators, augers</li> </ul>

## Evidence Guide

### USE SPECIALISED BULK TRANSFER EQUIPMENT (DRY)

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. assess requirements for emergency response equipment and procedures</li> <li>a.2. identify labelling, signage and HAZCHEM codes</li> <li>a.3. applying relevant handling procedures</li> <li>a.4. estimate weight and volume of load and any special requirements</li> <li>a.5. select appropriate equipment and work systems to enable safe, efficient work</li> <li>a.6. identify hazards and plan work to minimise risks when transferring goods</li> <li>a.7. determine (any) required permits</li> <li>a.8. use appropriate communication strategies and equipment</li> <li>a.9. locate, interpret and apply relevant information</li> <li>a.10. maintain enterprise records and documentation</li> <li>a.11. identify and safely handle equipment and goods, apply hierarchy of control</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. permit and licence requirements</li> <li>a.4. operational procedures for safe and efficient transfer of load</li> <li>a.5. prioritising work and co-ordinating self in relation to activities</li> <li>a.6. enterprise work procedures</li> <li>a.7. focus of operation of work systems and equipment</li> <li>a.8. application of relevant agreements, codes of practice or other legislative requirements including relevant freight regulations</li> <li>a.9. identification and correct use of equipment, processes and procedures</li> <li>a.10. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	a. Job requirements for safe transfer of dry loads including appropriate equipment, deadlines and material to be transferred
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>b. Establishes effective working relationships with colleagues</li> <li>c. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>d. Effectively negotiates to resolve issues and problems</li> <li>e. Uses organisational structures effectively to complete work operations</li> <li>f. Demonstrates consistency of performance over time and in a range of contexts</li> <li>g. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> <li>g.1. codes of practice, hazard policies and procedures</li> <li>g.2. issue resolution procedures</li> <li>g.3. job procedures and work instructions</li> <li>g.4. guidelines relating to the safe use of machinery and equipment</li> <li>g.5. quality assurance procedures (where existing)</li> <li>g.6. security procedures</li> <li>g.7. housekeeping processes</li> <li>g.8. waste, pollution and recycling management processes</li> </ul> </li> <li>h. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>i. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

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	3	2

**DESCRIPTION:**

**Skills and knowledge required to weigh and record commodity loads**

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

## Range of Variables

### CONDUCT WEIGHBRIDGE OPERATIONS

VARIABLE	SCOPE
6. Workplace context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in Transport, Distribution and related industries</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Requirements for work may include:               <ul style="list-style-type: none"> <li>f.1. site restrictions and procedures</li> <li>f.2. use of safety and personal protection equipment</li> <li>f.3. communications/recording equipment</li> <li>f.4. authorities and permits</li> <li>f.5. breakdown procedures</li> </ul> </li> <li>g. Consultative processes may involve:               <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. suppliers, potential customers and existing clients</li> <li>g.3. drivers</li> <li>g.4. management and union representatives</li> <li>g.5. Occupational Health and Safety specialists</li> <li>g.6. maintenance, professional or technical staff</li> </ul> </li> </ul>
7. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Operations manuals, job specifications and procedures</li> <li>b. Induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications and instructions</li> <li>e. Materials safety data sheets</li> <li>f. Workplace operating procedures and policies</li> <li>g. Supplier and/or client instructions</li> <li>h. Australian and International standards, criteria and certification requirements</li> <li>i. Communications technology equipment, oral, aural or signed communications</li> <li>j. Occupational health &amp; safety procedures</li> <li>k. Weights and measures regulations</li> <li>l. Dangerous goods and hazardous substances</li> <li>m. Environment Protection Legislation</li> <li>n. Traffic Acts</li> <li>o. Standards and certification requirements</li> <li>p. Quality assurance procedures</li> <li>q. Emergency procedures</li> </ul>
8. Unit specific factors	<ul style="list-style-type: none"> <li>m. Weighbridge operation may be electro/mechanical, electronic or computerised</li> <li>n. Calibration and/or testing of equipment may be required prior to and during operations</li> <li>o. Vehicles may include trucks, articulated road vehicles, trailers and wagons</li> <li>p. Weighbridge operations may be inclusive of a single operation involving the loading of vehicles and dispatch functions</li> </ul>

## Evidence Guide

### CONDUCT WEIGHBRIDGE OPERATIONS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess operational status of weighbridge and related components</p> <p>a.2. load weighing operations for a range of vehicles on intake and outload</p> <p>a.3. identify faults in operation of equipment</p> <p>a.4. perform allowable adjustments to equipment</p> <p>a.5. estimate weight and dimensions of load</p> <p>a.6. select appropriate equipment and work systems</p> <p>a.7. use appropriate communication strategies and equipment</p> <p>a.8. locate, interpret and apply relevant information</p> <p>a.9. maintain enterprise records and documentation</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. classification procedures</p> <p>a.4. dispatch procedures</p> <p>a.5. calculation method and approaches for both metric and imperial systems</p> <p>a.6. correct weighing procedures including statutory and enterprise requirements</p> <p>a.7. identification and correct use of equipment, processes and procedures</p> <p>a.8. planning own work including predicting consequences and identifying improvements</p> <p>a.9. computer skills</p>
4. Resource implications	<p>b. Access to weighbridge and related equipment, enterprise procedures and statutory requirements</p> <p>c. Access to a range of vehicles</p> <p>d. Loading and dispatch systems where appropriate</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

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:**

**Skills and knowledge required to handle gases using gas transfer equipment**

ELEMENT	PERFORMANCE CRITERIA
1. Plan work	<ul style="list-style-type: none"> <li>a. Gas transfer method is identified for loading and unloading as liquefied or gaseous state</li> <li>b. Precautions are undertaken to eliminate all ignition sources</li> <li>c. Specialised handling requirements for the particular gas are identified and relevant procedures are taken into account when planning the work</li> <li>d. Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities</li> <li>e. Characteristics of the gas, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and where applicable, appropriate attachments to transfer the load</li> <li>f. Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel</li> <li>g. Gas transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment</li> <li>h. Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG code</li> <li>i. Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc</li> <li>j. (Any) required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised</li> <li>k. Procedures to deal with leakages and ruptures are identified</li> </ul>
2. Transfer material	<ul style="list-style-type: none"> <li>a. Equipment is prepared and any appropriate attachment fitted</li> <li>b. Equipment controls are checked for correct operational status before commencing transfer</li> <li>c. Instruments and gauges are monitored during operations to ensure that operation is within manufacturer's specifications and enterprise schedule and safety requirements</li> <li>d. Speed of operation is managed for safety and efficiency of materials movement and equipment operations</li> <li>e. Any faults or damage to equipment are immediately reported to the appropriate personnel</li> </ul>
3. Monitor and operate controls	<ul style="list-style-type: none"> <li>a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions</li> <li>b. Control systems are monitored in accordance with Statutory Authority Regulations, manufacturer's guidelines and site operating procedures</li> <li>c. Gas is transferred ensuring no injury to personnel or damage to equipment or goods</li> <li>d. Faults are identified and reported in accordance with enterprise guidelines</li> </ul>
4. Complete operations	<ul style="list-style-type: none"> <li>a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures</li> <li>b. Clean up methods for transfer equipment are completed following workplace procedures</li> <li>c. Equipment is secured in accordance with securing procedures for the appropriate equipment</li> <li>d. Workplace documentation is completed and filed following enterprise procedures</li> </ul>

## Range of Variables

### USE SPECIALISED BULK GAS TRANSFER EQUIPMENT

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry</li> <li>b. Customers may be internal or external</li> <li>c. Operations conducted day or night</li> <li>d. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>e. Hazards may include:               <ul style="list-style-type: none"> <li>e.1. hazardous or dangerous materials</li> <li>e.2. contamination of, or from, materials being handled</li> <li>e.3. noise, light, energy sources</li> <li>e.4. stationary and moving machinery, parts or components</li> <li>e.5. static electricity</li> <li>e.6. service lines</li> <li>e.7. spills, leakages, ruptures</li> <li>e.8. dust/vapours</li> </ul> </li> <li>f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>g. Requirements for work may include:               <ul style="list-style-type: none"> <li>g.1. site restrictions and procedures</li> <li>g.2. use of safety and personal protection equipment</li> <li>g.3. communications equipment</li> <li>g.4. specialised lifting and/or handling equipment</li> <li>g.5. authorities and permits</li> <li>g.6. incident breakdown procedures</li> <li>g.7. hours of operations</li> <li>g.8. noise restrictions</li> <li>g.9. additional gear and equipment</li> </ul> </li> <li>h. Consultative processes may involve:               <ul style="list-style-type: none"> <li>h.1. other employees and supervisors</li> <li>h.2. suppliers, potential customers and existing clients</li> <li>h.3. management and union representatives</li> <li>h.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies including signage requirements</li> <li>f. Supplier and/or client instructions</li> <li>g. Australian and International standards, criteria and certification requirements</li> <li>h. Communications technology equipment, oral, aural or signed communications</li> <li>i. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>i.1. workplace agreements and awards</li> <li>i.2. occupational health &amp; safety procedures</li> </ul> </li> <li>j. Applicable State, Territory, Commonwealth legislation framework which relates to:               <ul style="list-style-type: none"> <li>j.1. Occupational Health &amp; Safety</li> <li>j.2. Dangerous goods and hazardous substances</li> <li>j.3. Environment Protection</li> <li>j.4. Traffic Acts</li> </ul> </li> <li>k. Standards and certification requirements               <ul style="list-style-type: none"> <li>l. ADG Code</li> <li>m. Australian Standards</li> <li>n. Quality assurance procedures</li> <li>o. Emergency procedures</li> </ul> </li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Exposure may be to toxic, explosive materials and other harmful substances, movement of equipment, goods, vehicles</li> <li>b. Regulatory controls and enterprise procedures govern requirements for transport, storage, volume, mass and required controls</li> <li>c. Ignition sources include naked flames and static sources</li> <li>d. Relevant Australian Standards include: AS 2809.1, AS 2809.3, AS 2931, AS 2430.1, AS 2430.3.4, AS 2430.3.7</li> </ul>

## Evidence Guide

### USE SPECIALISED BULK GAS TRANSFER EQUIPMENT

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. assess requirements for emergency response equipment and procedures</li> <li>a.2. identify placarding and HAZCHEM codes</li> <li>a.3. apply relevant handling procedures</li> <li>a.4. estimate weight and volume of load and any special requirements</li> <li>a.5. select appropriate equipment and work systems to enable safe, efficient work</li> <li>a.6. identify hazards and plan work to minimise risks when transferring gas</li> <li>a.7. determine (any) required permits</li> <li>a.8. use appropriate communication strategies and equipment</li> <li>a.9. locate, interpret and apply relevant information</li> <li>a.10. maintain enterprise records and documentation</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. permit and licence requirements</li> <li>a.4. application of relevant sections of the ADG Code and Australian Standards</li> <li>a.5. operational procedures for safe and efficient transfer of load</li> <li>a.6. prioritising work and co-ordinating self in relation to activities</li> <li>a.7. enterprise work procedures</li> <li>a.8. focus of operation of work systems and equipment</li> <li>a.9. application of relevant agreements, codes of practice or other legislative requirements including relevant freight regulations</li> <li>a.10. identification and correct use of equipment, processes and procedures</li> <li>a.11. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	a. Job requirements for safe transfer of gaseous loads including appropriate equipment, deadlines and material to be transferred
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including:                 <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

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	3	2

Unit TDT D24 98A USE SPECIALISED LIQUID BULK TRANSFER EQUIPMENT  
(GRAVITY / PRESSURISED)

Field D Load Handling

**DESCRIPTION:**

Skills and knowledge required to transfer bulk liquid goods using pressurised or gravity handling equipment.

ELEMENT	PERFORMANCE CRITERIA
1. Plan work	<ul style="list-style-type: none"> <li>a. Liquid transfer method is identified for loading and unloading as gravity or pressure</li> <li>b. Dangerous or hazardous (including regulated waste) or other materials requiring specialised handling are identified and relevant procedures are taken into account when planning the work</li> <li>c. Precautions are undertaken to eliminate all ignition sources</li> <li>d. Traffic flow, vehicle positioning and work area conditions are assessed to ensure safe operation and no injury to people, or damage to equipment, loads or facilities</li> <li>e. Characteristics of the liquid, transfer and holding method are taken into account when evaluating procedural requirements, special precautions for method, equipment and where applicable, appropriate attachments to transfer the load</li> <li>f. Any potential occurrences in the work area that may affect the safety and efficiency of operations are reported to the appropriate personnel</li> <li>g. Liquid transfer is planned, taking into account the requirements of the load, transfer method, storage facility and transport mode, load weight, volume and viscosity and the capacity of the equipment</li> <li>h. Load is checked prior to and at the completion of transfer to ensure ullage and/or maximum permitted capacity complies with ADG code</li> <li>i. Adjustments are made to process to accommodate special requirements such as temperature control, combustion, etc</li> <li>j. (Any) required personal protective equipment, signage, barriers and special precautions are identified in the plan and utilised</li> <li>k. Procedures to deal with spills, leakages and ruptures are identified</li> </ul>
2. Transfer material	<ul style="list-style-type: none"> <li>a. Equipment is prepared and any appropriate attachment fitted</li> <li>b. Equipment controls are checked for correct operational status before commencing transfer</li> <li>c. Instruments and gauges are monitored during operations to ensure that operation is within manufacturer's specifications and enterprise schedule and safety requirements</li> <li>d. Speed of operation is managed for safety and efficiency of materials movement and equipment operations</li> <li>e. Any faults or damage to equipment are immediately reported to the appropriate personnel</li> </ul>
3. Monitor and operate controls	<ul style="list-style-type: none"> <li>a. Equipment controls are monitored and operated in accordance with manufacturer's operating instructions</li> <li>b. Control systems are monitored in accordance with Statutory Authority Regulations, manufacturer's guidelines and site operating procedures</li> <li>c. Materials are moved ensuring no injury to personnel or damage to equipment or goods</li> <li>d. Faults are identified and reported in accordance with enterprise procedures</li> </ul>
4. Complete operations	<ul style="list-style-type: none"> <li>a. Equipment is shut down within manufacturer's guidelines without injury to personnel or damage to equipment, loads or facilities in accordance with enterprise procedures</li> <li>b. Clean up methods for transfer equipment are completed following workplace procedures</li> <li>c. Equipment is secured in accordance with securing procedures for the appropriate equipment</li> <li>d. Workplace documentation is completed and filed following enterprise procedures</li> </ul>

## Range of Variables

### USE SPECIALISED LIQUID BULK TRANSFER EQUIPMENT (GRAVITY/PRESSURISED)

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk handling, dangerous goods and bulk transport sectors of the Transport and Distribution industry</li> <li>b. Customers may be internal or external</li> <li>c. Operations conducted day or night</li> <li>d. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>e. Hazards may include:               <ul style="list-style-type: none"> <li>e.1. hazardous or dangerous materials</li> <li>e.2. contamination of, or from, materials being handled</li> <li>e.3. noise, light, energy sources</li> <li>e.4. stationary and moving machinery, parts or components</li> <li>e.5. static electricity</li> <li>e.6. service lines</li> <li>e.7. spills, leakages, ruptures</li> <li>e.8. dust/vapours</li> </ul> </li> <li>f. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>g. Requirements for work may include:               <ul style="list-style-type: none"> <li>g.1. site restrictions and procedures</li> <li>g.2. use of safety and personal protection equipment</li> <li>g.3. communications equipment</li> <li>g.4. specialised lifting and/or handling equipment</li> <li>g.5. incident breakdown procedures</li> <li>g.6. additional gear and equipment</li> <li>g.7. noise restrictions</li> <li>g.8. hours of operation</li> <li>g.9. authorities and permits</li> </ul> </li> <li>h. Consultative processes may involve:               <ul style="list-style-type: none"> <li>h.1. other employees and supervisors</li> <li>h.2. suppliers, potential customers and existing clients</li> <li>h.3. management and union representatives</li> <li>h.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies including signage requirements</li> <li>f. Supplier and/or client instructions</li> <li>g. Australian and International standards, criteria and certification requirements</li> <li>h. Communications technology equipment, oral, aural or signed communications</li> <li>i. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>i.1. workplace agreements and awards</li> <li>i.2. occupational health &amp; safety procedures</li> </ul> </li> <li>j. Applicable State, Territory, Commonwealth legislative framework which relates to:               <ul style="list-style-type: none"> <li>j.1. Occupational Health &amp; Safety</li> <li>j.2. Dangerous goods and hazardous substances</li> <li>j.3. Environment Protection</li> <li>j.4. Traffic Acts</li> <li>j.5. Standards and certification requirements</li> <li>j.6. ADG Code</li> </ul> </li> <li>k. Australian Standards</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Exposure may be to corrosive chemicals, solvents and adhesives, carcinogenic and other harmful substances, movement of equipment, goods, vehicles</li> <li>b. Regulatory controls and enterprise procedures govern requirements for transport, storage, volume, mass and required controls</li> <li>c. Ignition sources include naked flames and static sources</li> <li>d. Relevant Australian Standards include: AS 2809.1, AS 2809.2, AS 2931, AS 2430</li> </ul> <p>NB No vapour recovery connection whilst unloading diesel</p>

## Evidence Guide

### USE SPECIALISED LIQUID BULK TRANSFER EQUIPMENT (GRAVITY/PRESSURISED)

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. assess requirements for emergency response equipment and procedures</p> <p>a.2. identify labelling, signage and HAZCHEM codes</p> <p>a.3. apply relevant handling procedures</p> <p>a.4. calculate weight and volume of load and any special requirements</p> <p>a.5. select appropriate equipment and work systems to enable safe, efficient work</p> <p>a.6. identify potential hazards and plan work to minimise risks when transferring goods</p> <p>a.7. determine (any) required permits</p> <p>a.8. use appropriate communication strategies and equipment</p> <p>a.9. locate, interpret and apply relevant information</p> <p>a.10. maintain enterprise records and documentation</p> <p>a.11. identify and safely handle equipment and goods, apply hierarchy of control</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of transferring liquid materials under pressure in relation to job requirements</p> <p>a.3. implications of OHS/OSH legislation and codes of practice</p> <p>a.4. permit and licence requirements</p> <p>a.5. application of relevant sections of the ADG Code and Australian Standards</p> <p>a.6. operational procedures for safe and efficient transfer and storage if goods</p> <p>a.7. prioritising work and co-ordinating self in relation to activities</p> <p>a.8. enterprise work procedures</p> <p>a.9. focus of operation of work systems and equipment</p> <p>a.10. application of relevant agreements, codes of practice or other legislative requirements including regulations relating to this type of freight</p> <p>a.11. identification and correct use of equipment, processes and procedures</p> <p>a.12. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	<p>a. Job requirements for safe transfer of liquid and pressurised liquid loads including appropriate equipment, deadlines and material to be transferred</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</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	3	2

Unit TDT D27 98A PREPARE FOR THE TRANSPORT OF PACKAGED DANGEROUS GOODS

Field D Load Handling

**DESCRIPTION:**

Skills and knowledge required to assess the proposed transportation of packaged dangerous goods

ELEMENT	PERFORMANCE CRITERIA
1. Check packaged dangerous goods load	<ul style="list-style-type: none"> <li>a. Load is compared against shipping documentation and discrepancies noted</li> <li>b. Load is checked to ensure that dangerous goods labels are clearly visible (where required)</li> <li>c. Vehicle load is checked for compatibility or, where not compatible, is checked for appropriate segregation in accordance with regulatory requirements</li> <li>d. Load is assessed to ensure that packages are stowed and secured in or on vehicles in accordance with National Load Restraint Guide</li> <li>e. Shipping documentation is located in cabin in accordance with regulatory requirements</li> </ul>
2. Assess vehicle suitability to transport intended load	<ul style="list-style-type: none"> <li>a. Vehicle is assessed for suitability and appropriateness to carry designated dangerous goods including classification, mass and configuration</li> <li>b. License and insurance requirements (where relevant) are checked for conformity with the Australian Code for the Transport of Dangerous Goods by Road and Rail and/or other applicable regulatory requirements</li> <li>c. Load restraint system(s) is/are checked for serviceability and appropriateness to secure intended load</li> <li>d. Vehicle is checked to ensure that it is correctly and clearly marked/placarded for the load being carried</li> </ul>
3. Check emergency procedures and equipment	<ul style="list-style-type: none"> <li>a. Emergency information for each type of transported dangerous good are noted</li> <li>b. Regulatory and enterprise procedures for an incident are noted including notification of relevant personnel and authorities and where appropriate, use of equipment for containment, clean up or recovery</li> <li>c. Personnel protective equipment and safety equipment are checked for operational capability and appropriateness to the proposed load</li> <li>d. Emergency information is located in cabin in accordance with ADG Code requirements</li> </ul>
4. Evaluate documented route plan	<ul style="list-style-type: none"> <li>a. Selected route plan and potential difficulties including traffic flow and conditions, obstacles, road standards, construction activities are assessed</li> <li>b. Regulatory and enterprise procedures for driving, parking, loading and unloading are identified including actions for disengaging and/or securing the vehicle</li> </ul>
5. Complete assessment process	<ul style="list-style-type: none"> <li>a. Discrepancies in assessment process are noted and reported in accordance with enterprise procedures for consideration and/or rectification</li> </ul>

## Range of Variables

### PREPARE FOR THE TRANSPORT OF PACKAGED DANGEROUS GOODS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include:               <ul style="list-style-type: none"> <li>f.1. hazardous or dangerous materials</li> <li>f.2. contamination of, or from, materials being handled</li> <li>f.3. noise, light, energy sources</li> <li>f.4. stationary and moving machinery, parts or components</li> <li>f.5. service lines</li> <li>f.6. spills, leakages, ruptures</li> <li>f.7. dust/vapours</li> </ul> </li> <li>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>h. Requirements for work may include:               <ul style="list-style-type: none"> <li>h.1. site restrictions and procedures</li> <li>h.2. use of safety and personal protection equipment</li> <li>h.3. communications equipment</li> <li>h.4. specialised lifting and/or handling equipment</li> <li>h.5. incident breakdown procedures</li> <li>h.6. additional gear and equipment</li> <li>h.7. noise restrictions</li> <li>h.8. hours of operation</li> <li>h.9. authorities and permits</li> </ul> </li> <li>i. Consultative processes may involve:               <ul style="list-style-type: none"> <li>i.1. other employees and supervisors</li> <li>i.2. suppliers, potential customers and existing clients</li> <li>i.3. management and union representatives</li> <li>i.4. industrial relations, Occupational Health and Safety specialists,</li> <li>i.5. other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL), Working Load Limit (WLL) and Lashing Capacity (LC)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Australian and International standards, criteria and certification requirements</li> <li>h. Communications technology equipment, oral, aural or signed communications</li> <li>i. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>i.1. workplace agreements and awards</li> <li>i.2. occupational health &amp; safety procedures</li> </ul> </li> <li>j. Applicable State, Territory, Commonwealth legislative framework which relates to:               <ul style="list-style-type: none"> <li>j.1. Occupational Health &amp; Safety</li> <li>j.2. Australian Dangerous Goods Code</li> <li>j.3. Dangerous goods and hazardous substances</li> <li>j.4. Environment Protection Legislation</li> <li>j.5. Traffic Acts</li> <li>j.6. Load restraint guide</li> <li>j.7. Standards and certification requirements</li> </ul> </li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Includes all substances identified as dangerous as specified in the Australian Code for the Transport of Dangerous Goods by Road and Rail (current edition) and applies to the packaging of dangerous goods that are not in bulk exempting those goods identified as consumer commodity loads.</li> <li>b. Load restraint systems are in accordance with the National Load Restraint Guide</li> <li>c. Vehicle refers to all applicable transportation modes</li> <li>d. Safety equipment on vehicle may include: fire extinguishers, portable warning devices, eye wash kit</li> <li>e. Shipping documentation includes: Initial Emergency Response Guide, Emergency Procedure Guide and descriptions for dangerous good (i.e. class, shipping name, UN number etc)</li> <li>f. Relevant Australian Standards include: AS 1216, AS 1678.X1.X2, AS 2400.21, AS 2931.</li> </ul>



**PREPARE FOR THE TRANSPORT OF PACKAGED DANGEROUS GOODS**

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. assess operational suitability of equipment and vehicles pertinent to dangerous goods transportation</li> <li>a.2. estimate weight and dimensions of load and any special requirements</li> <li>a.3. select appropriate equipment and work systems</li> <li>a.4. communicate effectively in writing and respond to telephone and verbal inquiries</li> <li>a.5. identify job and site hazards and plan work to minimise risks</li> <li>a.6. determine (any) required permits</li> <li>a.7. use appropriate communication strategies and equipment</li> <li>a.8. locate, interpret and apply relevant information</li> <li>a.9. maintain enterprise records and documentation</li> <li>a.10. identify and safely handle equipment and goods, apply hierarchy of control</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function. Such units may include plan and navigate routes</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. permit and licence requirements</li> <li>a.4. handling procedures for dangerous goods</li> <li>a.5. application of relevant sections of ADG Code and Australian Standards</li> <li>a.6. characteristics of and hazards associated with different classes of dangerous goods</li> <li>a.7. prioritising work and co-ordinating self in relation to activities</li> <li>a.8. enterprise work procedures</li> <li>a.9. focus of operation of work systems and equipment</li> <li>a.10. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.11. identification and correct use of equipment, processes and procedures</li> <li>a.12. planning own work including predicting consequences and identifying improvements</li> <li>a.13. use of PPE and fire protection equipment</li> <li>a.14. procedures to be followed in case of an emergency/incident</li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to relevant documentation including dangerous goods regulations, codes of practice, enterprise procedures, route plans, emergency information and procedures and shipping documentation.</li> <li>b. Access to appropriate vehicle(s), packaged dangerous goods (real or simulated) and emergency equipment.</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including:             <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</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	3	2	2	2	2

Unit TDT D28 98A PREPARE FOR THE TRANSPORT OF DANGEROUS GOODS IN BULK

Field D Load Handling

**DESCRIPTION:**

Skills and knowledge required to assess the proposed transportation of dangerous goods that are in bulk. The operator of the vehicle/wagon/mode may be required to be licensed in accordance with the Road Transport Reform (Dangerous Goods) Regulations and/or other statutory requirements

ELEMENT	PERFORMANCE CRITERIA
1. Assess suitability of transport mode for intended load	<ul style="list-style-type: none"> <li>a. Transport mode is assessed for suitability and appropriateness to carry designated dangerous goods including classification, certification of vehicle and fittings, compatibility, securing and shut-off mechanisms, control systems, mass, configuration, general condition and compliance with load switching procedures</li> <li>b. License and insurance requirements (where relevant) are checked for conformity with the Australian Code for the Transport of Dangerous Goods by Road and Rail and/or other applicable regulatory requirements</li> <li>c. Attachment system is checked for serviceability and appropriateness to secure intended load (where relevant)</li> <li>d. Vehicle is checked to ensure that it is correctly and clearly placarded for the load being carried</li> </ul>
2. Check bulk dangerous goods load	<ul style="list-style-type: none"> <li>a. Load is checked to ensure ullage and or maximum permitted capacity complies with ADG code</li> <li>b. Load is checked against manifest to ensure that dangerous goods are correctly marked and placards clearly visible</li> <li>c. Load is checked for compatibility or, in combination transport modes, is checked for appropriate segregation in accordance with regulatory requirements</li> <li>d. Shipping documentation is located in cabin in accordance with regulatory requirements</li> </ul>
3. Identify and follow emergency procedures and equipment	<ul style="list-style-type: none"> <li>a. Emergency information is located in cabin in accordance with ADG Code requirements</li> <li>b. Relevant codes and enterprise procedures for an incident/accident are followed including notification of relevant personnel and authorities and where appropriate, use of equipment for containment, clean up or recovery</li> <li>c. Personnel protective equipment and safety equipment are checked for compliance with relevant legislation</li> </ul>
4. Evaluate documented route plan	<ul style="list-style-type: none"> <li>a. Regulatory and enterprise procedures for driving, parking, loading and unloading are identified including actions for disengaging and/or securing the vehicle</li> <li>b. Regulatory and enterprise procedures for breakdown are noted</li> </ul>
5. Complete assessment process	<ul style="list-style-type: none"> <li>c. Discrepancies in assessment process are noted and reported in accordance with enterprise procedures for consideration and/or rectification</li> </ul>

## Range of Variables

### PREPARE FOR THE TRANSPORT OF DANGEROUS GOODS IN BULK

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk transport and handling of dangerous goods in the Transport and Distribution industry</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include:               <ul style="list-style-type: none"> <li>f.1. hazardous or dangerous materials</li> <li>f.2. contamination of, or from, materials being handled</li> <li>f.3. noise, light, energy sources</li> <li>f.4. stationary and moving machinery, parts or components</li> <li>f.5. service lines</li> <li>f.6. spills, leakages, ruptures</li> <li>f.7. dust/vapours</li> </ul> </li> <li>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>h. Requirements for work may include:               <ul style="list-style-type: none"> <li>h.1. site restrictions and procedures</li> <li>h.2. use of safety and personal protection equipment</li> <li>h.3. communications equipment</li> <li>h.4. specialised lifting and/or handling equipment</li> <li>h.5. incident/accident breakdown procedures</li> <li>h.6. additional gear and equipment</li> <li>h.7. noise restrictions</li> <li>h.8. hours of operation</li> <li>h.9. authorities and permits</li> </ul> </li> <li>i. Consultative processes may involve:               <ul style="list-style-type: none"> <li>i.1. other employees and supervisors</li> <li>i.2. suppliers, potential customers and existing clients</li> <li>i.3. management and union representatives</li> <li>i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Australian Dangerous Goods Code</li> <li>h. Australian and International standards, criteria and certification requirements</li> <li>i. Communications technology equipment, oral, aural or signed communications</li> <li>j. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>j.1. workplace agreements and awards</li> <li>j.2. occupational health &amp; safety procedures</li> </ul> </li> <li>k. Applicable State, Territory, Commonwealth legislative framework concerning:               <ul style="list-style-type: none"> <li>k.1. Occupational Health &amp; Safety</li> <li>k.2. Dangerous goods and hazardous substances</li> <li>k.3. Environment Protection</li> <li>k.4. Traffic Acts</li> </ul> </li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> <li>n. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Requirements for preparation of bulk dangerous goods for transport may include:               <ul style="list-style-type: none"> <li>a.1. identification of dangerous goods</li> <li>a.2. suitability of tank or container for task</li> <li>a.3. placarding and marking</li> <li>a.4. transportation requirements and restrictions</li> <li>a.5. requirements for transport in differing environments</li> <li>a.6. emergency information panels</li> <li>a.7. protective equipment</li> <li>a.8. load securing systems</li> <li>a.9. communications equipment</li> <li>a.10. segregation and stowage requirements</li> <li>a.11. compatibility of various substances</li> <li>a.12. Includes all bulk containers</li> </ul> </li> <li>b. Safety equipment on vehicle may include: fire extinguishers, portable warning devices, eye wash kit and gas detectors</li> <li>c. Relevant Australian Standards includes: AS 2809.1- 6, AS 2931</li> <li>d. Shipping documentation includes: Initial Emergency Response Guide, Emergency Procedure Guide and descriptions for dangerous good (i.e. class, shipping name, UN number etc)</li> </ul>

## Evidence Guide

### PREPARE FOR THE TRANSPORT OF DANGEROUS GOODS IN BULK

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. determine operational suitability of equipment and vehicles/transport modes for dangerous goods transportation</li> <li>a.2. apply relevant regulatory requirements for the transport of dangerous goods in bulk</li> <li>a.3. assess implications of inaccurate marking and placarding</li> <li>a.4. select appropriate equipment and work systems</li> <li>a.5. identify job and site hazards and plan work to minimise risks</li> <li>a.6. determine (any) required permits</li> <li>a.7. use appropriate communication strategies and equipment</li> <li>a.8. locate, interpret and apply relevant information</li> <li>a.9. maintain enterprise records and documentation</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. interpretation of relevant dangerous goods codes and regulations</li> <li>a.2. safety hazards and control mechanisms</li> <li>a.3. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.4. implications of OHS/OSH legislation and codes of practice</li> <li>a.5. vehicle marking/placarding requirements</li> <li>a.6. permit and licence requirements</li> <li>a.7. compatibility and handling procedures for different types of dangerous goods</li> <li>a.8. prioritising work and co-ordinating self in relation to activities</li> <li>a.9. enterprise work procedures</li> <li>a.10. focus of operation of work systems and equipment</li> <li>a.11. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.12. identification and correct use of equipment, processes and procedures</li> <li>a.13. planning own work including predicting consequences and identifying improvements</li> <li>a.14. use of PPE and fire protection equipment</li> <li>a.15. procedures to be followed in case of an emergency/incident</li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to relevant documentation including dangerous goods regulations, codes of practice, manifests, shipping documentation, enterprise procedures, route plans, emergency information and procedures.</li> <li>b. Access to appropriate vehicles, loading equipment, dangerous goods in bulk (real or simulated) and emergency equipment</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</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	3	2	2	3	2

# Unit TDT D35 98A OPERATE A BOOM TYPE ELEVATING WORK PLATFORM

Field D Load Handling

## DESCRIPTION:

Skills and knowledge required to operate a boom type elevating work platform in the context of mobile crane operations

ELEMENT	PERFORMANCE CRITERIA
1. Inspect and test elevating work platform	<ul style="list-style-type: none"> <li>a. Work platform is visually inspected prior to operation for any evidence of damage, structural weakness or interference according to pre-operational safety check procedures</li> <li>b. Routine pre-operational equipment checks are carried out in accordance with available checklists</li> <li>c. Work platform log book is checked, service requirements are noted and maintenance personnel advised of any requirements</li> <li>d. Elevating work platform is started in accordance with manufacturers guidelines and start-up procedures for operations and any abnormal noise or movement reported to an authorised person for corrective action</li> <li>e. After start-up checks are conducted according to manufacturers specifications and company procedures to ensure work platform and equipment are operating correctly</li> <li>f. Faults are corrected or are reported to an authorised person for corrective action according to company procedures</li> <li>g. The operating and emergency controls are checked for correct operation in accordance with manufacturers specifications including use of the emergency decent device</li> <li>h. Boom is lowered under simulated emergency conditions to check for operational effectiveness</li> <li>i. Gear and accessories are checked and damaged or worn gear is segregated and reported to an authorised person for testing/repair destruction</li> <li>j. Results of inspections are recorded and reported according to company procedures</li> </ul>
2. Assess job requirements and work	<ul style="list-style-type: none"> <li>a. Briefing, hand-over details, authorisations and clearances are received, interpreted and clarified in accordance with company and site procedures and legislative requirements</li> <li>b. Work area is inspected and potential hazards are identified and appropriate elimination or control measures selected</li> <li>c. <b>Weight of load including personnel and equipment is correctly estimated to ensure job is within limits of work platform capacity</b></li> </ul>
3. Plan work and set up for lift 1.	<ul style="list-style-type: none"> <li>a. A workplan is developed and agreed with relevant workplace personnel to include hazard prevention/control measures and safety and emergency procedures in line with applicable Australian Standards</li> <li>b. A suitable firm and level standing is chosen and prepared for the location of the elevating work platform</li> <li>c. Outriggers and stabilisers are correctly deployed and positioned in accordance with manufactures instructions and appropriate Australian Standards</li> <li>d. Appropriate plates or packing are correctly used under the footplates as required to adequately distribute the loading</li> <li>e. Ground is checked before and after packing is installed to ensure it is firm enough to bear the load</li> <li>f. The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable Australian Standards and to equipment manufacturers specifications</li> <li>g. Work platform load chart is located and information on permissible loads, radii and heights taken into account in planning the job</li> <li>h. The job plan takes into account job requirements and workplace rules and procedures</li> <li>i. Job plan is discussed and confirmed with relevant personnel</li> <li>j. Work gear and tools are properly stowed in the elevating work platform in accordance with Australian Standards, company procedures and guides</li> </ul>
4. Carry out elevation	<ul style="list-style-type: none"> <li>a. Configuration and operation of elevating work platform are checked as necessary to ensure safe lift</li> <li>b. Operation of work platform is carried out in accordance with the job plan, the appropriate Australian Standard and manufacturer's specifications</li> <li>c. Planned hazard control &amp; strategies are implemented</li> <li>d. Load is constantly monitored to ensure safety of personnel, load and structural stability</li> <li>e. Unplanned situations are responded to in line with company procedures in a manner that minimises risk to personnel and equipment</li> <li>f. <b>Required signals are correctly given, interpreted and followed in accordance with appropriate Australian Standards</b></li> </ul>
5. Pack up work platform	<ul style="list-style-type: none"> <li>a. The elevating work platform is shut down using the correct sequence of procedures in accordance with manufactures instructions</li> <li>b. Routine post-operational equipment checks are carried out in accordance with manufacturer's instructions and available checklists and defects recorded and reported in line with company procedures</li> <li>c. The elevating work platform is dismantled in accordance with the job plan, manufactures instructions and relevant statutory regulations</li> <li>d. The outriggers and stabilisers are secured and stowed in accordance with manufactures instructions</li> <li>e. <b>The elevating work platform is correctly stowed and secured in accordance with manufactures instructions and company procedures</b></li> </ul>

**OPERATE BOOM TYPE ELEVATING WORK PLATFORM**

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This Unit may include work in the construction and demolition, manufacturing, waterfront, mining, primary industry, utilities (electricity, gas, water), arboricultural, swimming pool and quarrying industry sectors</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night and in a variety of weather conditions</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include: <ul style="list-style-type: none"> <li>f.1. power lines</li> <li>f.2. noise, light, energy sources</li> <li>f.3. overhead service lines</li> <li>f.4. surrounding buildings, structures, facilities</li> <li>f.5. underground services</li> <li>f.6. obstructions</li> <li>f.7. uneven or unstable ground and recently filled trenches</li> <li>f.8. stationary and moving machinery and equipment</li> <li>f.9. hazardous or dangerous materials</li> <li>f.10. traffic hazards and congestion</li> </ul> </li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Requirements for access and /or lift may include: <ul style="list-style-type: none"> <li>a.1. site restrictions and procedures</li> <li>a.2. personal protection equipment</li> <li>a.3. authorities and permits</li> <li>a.4. support trucks</li> <li>a.5. hours of operation</li> <li>a.6. additional gear and equipment</li> <li>a.7. induction</li> <li>a.8. communications equipment</li> <li>a.9. slings, chains, nets, boxes, brackets and other specialised lifting equipment</li> <li>a.10. noise restrictions</li> </ul> </li> <li>b. Consultative processes may involve: <ul style="list-style-type: none"> <li>b.1. other employees and supervisors</li> <li>b.2. management</li> <li>b.3. union representatives</li> <li>b.4. clients</li> <li>b.5. industrial relations, Occupational Health and Safety specialists</li> <li>b.6. other professional or technical staff</li> </ul> </li> </ul>
3. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals including load charts and crane and rigging manuals</li> <li>c. Induction documentation</li> <li>d. Competency standards and training materials</li> <li>e. Job specifications and procedures</li> <li>f. Manufacturer's specifications</li> <li>g. Workplace operating procedures and policies</li> <li>h. Supplier and/or client instructions</li> <li>i. Materials safety data sheets</li> <li>j. Communications technology equipment, oral, aural or signed communications</li> <li>k. Personal and work area work procedures and practices</li> <li>l. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>l.1. workplace agreements and awards</li> <li>l.2. occupational health &amp; safety procedures</li> </ul> </li> <li>m. Applicable State, Territory, Commonwealth legislation and codes of practice which relate to: <ul style="list-style-type: none"> <li>m.1. Occupational Health &amp; Safety regulations and legislation</li> <li>m.2. License requirements</li> <li>m.3. Dangerous goods</li> <li>m.4. Traffic Acts</li> </ul> </li> <li>n. Standards and certification requirements</li> <li>o. Quality assurance procedures</li> <li>p. Emergency procedures</li> </ul>
4. Unit specific factors	<ul style="list-style-type: none"> <li>a. Elevating platforms may be mechanically, hydraulically or electrically operated</li> </ul>

## Evidence Guide

### OPERATE BOOM-TYPE ELEVATING WORK PLATFORM

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. operate boom type elevating platform</li> <li>a.2. control on street safety</li> <li>a.3. estimate weight and dimensions of load</li> <li>a.4. select appropriate platform size and type</li> <li>a.5. communicate effectively in writing and respond to telephone and verbal inquiries</li> <li>a.6. identify job and site hazards</li> <li>a.7. determine required permits</li> <li>a.8. use appropriate communication strategies and equipment</li> <li>a.9. locate, interpret and apply relevant information</li> <li>a.10. maintain company records and documentation</li> <li>a.11. identify and safely handle equipment and goods, apply hierarchy of control and where necessary, safety precautions appropriate to the task</li> </ul>
2. Interdependent assessment of Units	<p>a. This Unit of competency may be assessed in conjunction with other Units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. elevating platform applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. permit and license requirements</li> <li>a.4. operational procedures for platform crews</li> <li>a.5. prioritising and multi-tasking work</li> <li>a.6. company work procedures</li> <li>a.7. focus of operation of work systems and equipment</li> <li>a.8. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.9. identification and correct use of equipment, processes and procedures</li> <li>a.10. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	<p>a. Elevating work platform, work site</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> <li>e.1. codes of practice, hazard policies and procedures</li> <li>e.2. issue resolution procedures</li> <li>e.3. job procedures and work instructions</li> <li>e.4. guidelines relating to the safe use of machinery and equipment</li> <li>e.5. quality assurance procedures (where existing)</li> <li>e.6. security procedures</li> <li>e.7. housekeeping processes</li> <li>e.8. waste, pollution and recycling management processes</li> </ul> </li> <li>f. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically without injury to self or others or damage to goods, equipment or products in production</li> </ul>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</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

Unit TDT E2 97A ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

Field E Documentation and Calculations

**DESCRIPTION:**

Planning and executing loading, unloading and stock rotation activities

ELEMENT	PERFORMANCE CRITERIA
1. Estimate loads to be placed on storage and transport	<ul style="list-style-type: none"> <li>a Order forms/work orders read and requirements noted</li> <li>b Weight of individual items are totalled to estimate load</li> <li>c Appropriate workplace documentation is completed</li> <li>d Allowable load limits for storage and or transport systems are identified</li> </ul>
2. Estimate loads for transport or storage	<ul style="list-style-type: none"> <li>a Shape, load, balance characteristics, dimensions and mass are identified</li> <li>b Area required for storage is estimated</li> <li>c Weights are totalled to calculate loads for transport or storage system</li> <li>d Loads are restricted to allowable range(s)</li> <li>e Load is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems</li> <li>f Loads are restricted to allowable range</li> </ul>



## Range Of Variables

### ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> <li>e. Calculations and estimations may relate to weights and dimensions of cargo, containers to be shifted stored or lifted or to other waterfront activities</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### ESTIMATE/CALCULATE MASS, AREA AND QUANTIFY DIMENSIONS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. estimate load limits, weights and dimensions</li> <li>a.2. locate, interpret and apply relevant information</li> <li>a.3. provide customer/client service and work effectively with others</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7. sizing and weighing of products</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. application of relevant industrial requirements or other legislative requirements</li> <li>a.4. identification and correct use of equipment, processes and procedures of mathematical calculations including                   <ul style="list-style-type: none"> <li>a.4.1. addition</li> <li>a.4.2. subtraction</li> <li>a.4.3. multiplication</li> <li>a.4.4. division</li> </ul> </li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Variety of packaged goods in pallets, containers and bulk cargoes</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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

## Unit TDT E3 97A PARTICIPATE IN WORKPLACE COMMUNICATIONS

2. Field E Documentation and Calculations

### DESCRIPTION:

Participate in interactive workplace communications

ELEMENT	PERFORMANCE CRITERIA
1. Communicate information about tasks, processes, events or skills	<ul style="list-style-type: none"> <li>a. Communication medium is selected to meet the purpose required</li> <li>b. Multiple operations involving several topics/areas are communicated</li> <li>c. Effective listening skills are demonstrated</li> <li>d. Questions are used to gain additional information</li> <li>e. Sources of information relevant to the communication are identified.</li> <li>f. Information is selected and sequenced correctly</li> <li>g. Verbal and written reporting undertaken where required.</li> <li>h. Communication is undertaken in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups</li> </ul>
2. Participate in group discussions to achieve appropriate work outcomes	<ul style="list-style-type: none"> <li>a. Responses are sought and provided to others in the group</li> <li>b. Constructive contributions are made in terms of the process involved</li> <li>c. Goals or outcomes are communicated and/or recorded</li> </ul>
3. Represent views of the group to others	<ul style="list-style-type: none"> <li>a. Views and opinions of others are understood and accurately reflected</li> </ul>

## Range of Variables

### PARTICIPATE IN WORKPLACE COMMUNICATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### PARTICIPATE IN WORKPLACE COMMUNICATION

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> <li>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. identify interactive communication equipment and protocols for workplace use</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. relationships and requirements of work and operating systems in respect of related systems</li> <li>a.4. impact of job on enterprise and individual performance</li> <li>a.5. application of relevant industrial requirements</li> <li>a.6. relevant bond, quarantine or other legislative requirements</li> <li>a.7. identification and correct use of equipment, processes and procedures used within context of the job</li> <li>a.8. eye hand coordination</li> </ul>
4. Resource implications	<p>a. Instructions/messages to communicate, communication equipment and systems</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> <p>b. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the safe use of machinery and equipment</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> <p>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise 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. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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



## Unit TDT E4 97A PREPARE WORKPLACE DOCUMENTS

Field E Documentation and Calculations

### DESCRIPTION:

Basic knowledge and skills to enable the writing of work related documents

ELEMENT	PERFORMANCE CRITERIA
1. Plan document	<ul style="list-style-type: none"><li>a. Purpose and audience for the document are identified</li><li>b. Appropriate format for the document is established</li><li>c. Relevant information is identified and selected for inclusion in the document</li></ul>
2. Prepare document	<ul style="list-style-type: none"><li>a. A draft of the document is prepared in accordance with enterprise procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s)</li><li>b. Document is edited and presented in a final version appropriate to the task</li></ul>
3. Complete forms	<ul style="list-style-type: none"><li>a. Work related forms are completed in accordance with enterprise policy and procedures</li></ul>

## Range of Variables

### PREPARE WORKPLACE DOCUMENTS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>



## Evidence Guide

### PREPARE WORKPLACE DOCUMENTS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7. use of relevant forms, charts and proformas</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. modifying activities dependant on differing workplace contexts and environment</li> <li>a.7. conventions for sentence construction, grammar, spelling, style and punctuation.</li> </ul>
4. Resource implications	<p>a. Access to workplace information and forms.</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> </ul> <p>b. Documents produced are checked for errors and compliance with workplace policies</p> <p>c. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>c.1. hazard policies and procedures including Codes of Practice</li> <li>c.2. issue resolution procedures</li> <li>c.3. job procedures and work instructions</li> <li>c.4. relevant guidelines relating to the use of equipment</li> <li>c.5. quality assurance procedures (where existing)</li> <li>c.6. security procedures</li> <li>c.7. following recognised housekeeping processes</li> <li>c.8. waste, pollution and recycling management processes</li> </ul> <p>d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</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 completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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	1	1	1



## Unit TDT E5 97A CARRY OUT WORKPLACE CALCULATIONS

Field

E Documentation and Calculations

### DESCRIPTION:

Calculations for routine industry related tasks by manual and electronic processes

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

## Range of Variables

### CARRY OUT WORKPLACE CALCULATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Calculations including money, volume, weight, time, distance and perimeter</li> <li>c. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> <li>c.1. workplace agreements and awards</li> <li>c.2. occupational health &amp; safety</li> <li>c.3. State, Federal or Territory Legislation</li> </ul> </li> <li>d. Consultative processes may involve <ul style="list-style-type: none"> <li>d.1. staff members</li> <li>d.2. management</li> <li>d.3. union representatives</li> <li>d.4. industrial relations, Occupational Health and Safety specialists</li> <li>d.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### CARRY OUT WORKPLACE CALCULATIONS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7. selection of appropriate mathematical process</li> <li>a.8. selection of appropriate electronic and mechanical aids including calculators and computers</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. modifying activities dependant on differing workplace contexts and environment</li> <li>a.7. application of mathematical procedures including addition, subtraction, multiplication, division, percentages and fractions</li> </ul>
4. Resource implications	a. Access to workplace information and forms
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> </ul> <p>b. Appropriate calculation methods used within normal job role with accurate results</p> <p>c. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>c.1. hazard policies and procedures including Codes of Practice</li> <li>c.2. issue resolution procedures</li> <li>c.3. job procedures and work instructions</li> <li>c.4. relevant guidelines relating to the use of equipment</li> <li>c.5. quality assurance procedures (where existing)</li> <li>c.6. security procedures</li> <li>c.7. following recognised housekeeping processes</li> <li>c.8. waste, pollution and recycling management processes</li> </ul> <p>d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</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 completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

### 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



Unit TDT E6 97B COLLECT AND PRESENT WORKPLACE DATA AND INFORMATION

Field E Documentation and Calculations

**DESCRIPTION:**

**Skills and knowledge required to collect and present information in the workplace**

ELEMENT	PERFORMANCE CRITERIA
7. Required information is identified	j. Purpose of the data collection is identified k. Sources of information are established l. Appropriate information is collected
8. Prepare information for use	k. Information is collated and presented in a logical manner l. Checks for accuracy are made
9. Explain information	a. Data collection is explained to others to that the information contributes to the enterprise operations b. Questions are answered and appropriate clarifications made
10. Present enterprise information	a. Information is forwarded to appropriate personnel in accordance with enterprise procedures b. Information is collated and stored in accordance with enterprise procedures

## Range Of Variables

### COLLECT AND PRESENT WORKPLACE DATA AND INFORMATION

VARIABLE	SCOPE
9. Workplace context	<ul style="list-style-type: none"> <li>e. This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials</li> <li>f. Work performed under general or limited supervision</li> <li>g. Customers may be internal or external</li> <li>h. Operations conducted day or night</li> <li>i. Consultative processes may involve               <ul style="list-style-type: none"> <li>i.1. Clients</li> <li>i.2. Private security personnel</li> <li>i.3. Public sector security personnel</li> <li>i.4. Police</li> <li>i.5. Security consultants</li> <li>i.6. Other employees and supervisors</li> <li>i.7. Management</li> <li>i.8. Union representatives</li> <li>i.9. Industrial relations, Occupational Health and Safety specialists</li> <li>i.10. Other professional or technical staff</li> </ul> </li> </ul>
10. Sources of information/documents may include but are not limited to	<ul style="list-style-type: none"> <li>e. Operations manuals</li> <li>f. Induction documentation</li> <li>g. Competency standards and training materials</li> <li>h. Job specifications and procedures</li> <li>i. Manufacturer's specifications</li> <li>j. HAZCHEM codes and dangerous/hazardous goods</li> <li>k. Enterprise operating procedures and policies</li> <li>l. Supplier and/or client instructions</li> <li>m. Materials safety data sheets</li> <li>n. Communications technology equipment, oral, aural or signed communications</li> <li>o. Work procedures and practices</li> <li>p. Standards and certification requirements</li> <li>q. Quality assurance procedures</li> <li>r. Emergency procedures</li> </ul>
11. Job role specific factors	<ul style="list-style-type: none"> <li>q. Information collected and analysed may include           <ul style="list-style-type: none"> <li>q.1. Consignment sheets</li> <li>q.2. Logs</li> <li>q.3. Performance measures</li> <li>q.4. Operational reports</li> <li>q.5. Evaluation reports</li> <li>q.6. Site surveys</li> </ul> </li> </ul>



## Evidence Guide

### COLLECT AND PRESENT ENTERPRISE DATA AND INFORMATION

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>b. Assessment must confirm appropriate knowledge and skills to                             <ul style="list-style-type: none"> <li>b.1. Locate, sort, collate and interpret relevant information from a range of sources</li> <li>b.2. Communicate effectively in written and verbal modes</li> <li>b.3. Follow procedures</li> <li>b.4. Locate, interpret and apply relevant information</li> <li>b.5. Maintain enterprise records and documentation</li> </ul> </li> </ul>
8. Interdependent assessment of units	<ul style="list-style-type: none"> <li>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.</li> </ul>
9. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>b. Display of the following knowledge and skills in terms of job role or function                             <ul style="list-style-type: none"> <li>b.1. Operational procedures for the collection, collation and presentation of data</li> <li>b.2. Requirements for approved work procedures and relevant equipment</li> <li>b.3. Application of relevant agreements, codes of practice or other legislative requirements</li> <li>b.4. Identification and correct use of equipment, processes and procedures</li> <li>b.5. Planning own work including predicting consequences and identifying improvements</li> </ul> </li> </ul>
10. Resource implications	<ul style="list-style-type: none"> <li>e. Range of information to be delivered in printed and oral form</li> </ul>
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>f. Establishes effective working relationships with colleagues</li> <li>g. Maintains confidentiality of customers, enterprise operations, equipment and materials carried</li> <li>h. Modifies work practices to cater for variations in Workplace contexts and environments</li> <li>i. Effectively negotiates to resolve issues and problems</li> <li>j. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>k. Shows evidence of application of relevant enterprise procedures including                             <ul style="list-style-type: none"> <li>k.1 Codes of practice, hazard policies and procedures</li> <li>k.2 Issue resolution procedures</li> <li>k.3 Job procedures and work instructions</li> <li>k.4 Guidelines relating to the safe use of equipment</li> <li>k.5 Quality assurance procedures (where existing)</li> <li>k.6 Security procedures</li> <li>k.7 Housekeeping processes</li> <li>k.8 Waste, pollution and recycling management processes</li> </ul> </li> <li>l. Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures</li> <li>m. Work completed systematically without injury to self or others or damage to goods, equipment or products in production</li> </ul>
12. Context for assessment	<ul style="list-style-type: none"> <li>b. Assessment may occur on the job or in a simulated work environment</li> </ul>

#### 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

## Unit TDT E12 98A CONSOLIDATE MANIFEST DOCUMENTATION

Field E Documentation and Calculations

### DESCRIPTION:

Skills and knowledge required to collate, check and process manifest documentation

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

## Range of Variables

### CONSOLIDATE MANIFEST DOCUMENTATION

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sectors of the Transport and Distribution industry</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include:               <ul style="list-style-type: none"> <li>f.1. hazardous or dangerous materials</li> <li>f.2. contamination of, or from, materials being handled</li> <li>f.3. noise, light, energy sources</li> <li>f.4. stationary and moving machinery, parts or components</li> <li>f.5. service lines</li> <li>f.6. spills, leakages, ruptures</li> <li>f.7. dust/vapours</li> </ul> </li> <li>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>h. Requirements for work may include:               <ul style="list-style-type: none"> <li>h.1. site restrictions and procedures</li> <li>h.2. use of safety and personal protection equipment</li> <li>h.3. communications equipment</li> <li>h.4. specialised lifting and/or handling equipment</li> <li>h.5. incident/accident breakdown procedures</li> <li>h.6. additional gear and equipment</li> <li>h.7. noise restrictions</li> <li>h.8. hours of operation</li> <li>h.9. authorities and permits</li> </ul> </li> <li>i. Consultative processes may involve:               <ul style="list-style-type: none"> <li>i.1. other employees and supervisors</li> <li>i.2. suppliers, potential customers and existing clients</li> <li>i.3. management and union representatives</li> <li>i.4. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Load Restraint Guide – (Methods and Performance Standards)</li> <li>c. Operations manuals, job specifications and procedures and induction documentation</li> <li>d. Competency standards and training materials</li> <li>e. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>f. Workplace operating procedures and policies</li> <li>g. Supplier and/or client instructions</li> <li>h. Australian and International standards, criteria and certification requirements</li> <li>i. Communications technology equipment, oral, aural or signed communications</li> <li>j. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>j.1. workplace agreements and awards</li> <li>j.2. occupational health &amp; safety procedures</li> </ul> </li> <li>k. Applicable State, Territory, Commonwealth legislation and regulations which relate to:               <ul style="list-style-type: none"> <li>k.1. Occupational Health &amp; Safety regulations and legislation</li> <li>k.2. Workplace Relations Act(s)</li> <li>k.3. Workers Compensation</li> <li>k.4. License, Patent or copyright arrangements</li> <li>k.5. Dangerous goods and hazardous substances</li> <li>k.6. Environment Protection Legislation</li> <li>k.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> <li>k.8. Traffic Acts</li> </ul> </li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> <li>n. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Documentation may include:               <ul style="list-style-type: none"> <li>a.1. weigh bridge tickets</li> <li>a.2. loading dockets</li> <li>a.3. orders</li> <li>a.4. invoices</li> </ul> </li> </ul>

## Evidence Guide

### CONSOLIDATE MANIFEST DOCUMENTATION

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. identify relevant documentation</p> <p>a.2. select appropriate equipment and work systems</p> <p>a.3. communicate effectively in writing and respond to telephone and verbal inquiries</p> <p>a.4. identify job and site hazards and plan work to minimise risks</p> <p>a.5. determine (any) required permits</p> <p>a.6. use appropriate communication strategies and equipment</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. maintain enterprise records and documentation</p> <p>a.9. identify and safely handle equipment and goods, apply hierarchy of control</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. permit and licence requirements</p> <p>a.4. operational procedures for document control</p> <p>a.5. prioritising work and co-ordinating self in relation to activities</p> <p>a.6. enterprise work procedures</p> <p>a.7. focus of operation of work systems and equipment</p> <p>a.8. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.9. identification and correct use of equipment, processes and procedures</p> <p>a.10. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	<p>a. a. Manifest documentation, workplace procedures</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines</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	2

# Unit TDT E13 98A APPLY WORKPLACE STATISTICS

Field E

Documentation and Calculations

## DESCRIPTION:

Skills and knowledge required to identify, use and manipulate statistical information

ELEMENT	PERFORMANCE CRITERIA
1. Identify situations where statistics are used in the workplace	<ul style="list-style-type: none"> <li>a. Types of statistical representations of data are identified</li> <li>b. Users of statistical data in the workplace are identified</li> <li>c. Statistical data representations are matched for applications to:               <ul style="list-style-type: none"> <li>c.1. monitoring work flow</li> <li>c.2. inventory and stock levels</li> <li>c.3. customer surveys</li> <li>c.4. supplier and market analysis</li> <li>c.5. fleet control</li> </ul> </li> </ul>
2. Collect numerical data	<ul style="list-style-type: none"> <li>a. Purpose of data collection is identified</li> <li>b. Sources of information are established</li> <li>c. Data collection methods are used</li> <li>d. Mathematical processes are used to arrange data</li> <li>e. Data collected is checked for accuracy</li> <li>f. Potential for inaccurate results arising from variables is estimated and described</li> </ul>
3. Use calculations to present data for analysis	<ul style="list-style-type: none"> <li>a. Data collected is represented on graphs, tables, averages and percentages as required</li> <li>b. Spreadsheets and flow charts used to present data</li> </ul>
4. Interpret trends and patterns from numerical data	<ul style="list-style-type: none"> <li>a. Non conforming results outside of the predicted outcome are noted and reasons identified</li> <li>b. Trends or patterns in data are noted</li> <li>c. Possible reasons for trends or patterns are generated</li> <li>d. Potential solutions are identified</li> </ul>

## Range of Variables

### APPLY WORKPLACE STATISTICS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1. other employees and supervisors</li> <li>b.2. customers and suppliers</li> <li>b.3. external authorities and agencies</li> <li>b.4. management and union representatives</li> <li>b.5. industrial relations, Occupational Health and Safety specialists</li> <li>b.6. other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1. enterprise policies and procedures</li> <li>a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3. quality assurance procedures (where existing)</li> <li>a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>b. Relevant agreements, codes of practice and other legislative requirements</li> <li>c. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedure</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies Supplier and/or client instructions</li> <li>d. Materials safety data sheets</li> <li>e. Communications technology equipment, oral, aural or signed communications</li> <li>f. Personal and work area work procedures and practices</li> <li>g. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>g.1. workplace agreements and awards</li> <li>g.2. occupational health &amp; safety procedures</li> </ul> </li> <li>h. Applicable State, Territory, Commonwealth legislative framework concerning:               <ul style="list-style-type: none"> <li>h.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>h.2. Workplace Relations</li> <li>h.3. Workers Compensation</li> <li>h.4. Hazardous substances and dangerous goods</li> <li>h.5. Environment Protection</li> <li>h.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>i. Standards and certification requirements</li> <li>j. License, Patent or copyright arrangements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Statistics are generated from raw data, machine generated information or complex, dedicated computerised facilities. The key requirement of this unit is to interpret the data and provide appropriate, timely information on the data analysis to appropriate personnel</li> </ul>

## Evidence Guide

### APPLY WORKPLACE STATISTICS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. identify the information represented in statistical data in relation to operational effectiveness of the section or organisation</p> <p>a.2. manage own work to achieve organisational goals and required results</p> <p>a.3. suggest improvements to statistical reporting methods and approaches</p> <p>a.4. apply techniques to encourage appropriate participation of team / group members to interpret and use statistical data</p> <p>a.5. identify requirements of tasks and organise planning, job completion and evaluation stages</p> <p>a.6. locate, interpret and apply relevant statistical information and relate it to other quantitative and qualitative data</p> <p>a.7. provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of recording, reporting and statistical analysis systems and resources</p> <p>a.2. resource availability including the processing capacity of equipment and software systems</p> <p>a.3. coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis</p> <p>a.4. enterprise business policies and plans including procedures for reporting performance</p> <p>a.5. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. Statistics analysis projects requiring execution
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities to cater for variations in workplace contexts and environment</p> <p>c. Demonstrates consistency of performance over time and in a range of contexts</p> <p>d. Reports on trends and non conformities are clear, concise and interpreted in graphic, numerical and written form</p> <p>e. Organisational performance is improved through improved access to and utilisation of statistical data</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

### 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	3	3	2

# Unit TDT F1 97A FOLLOW OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

Field F Occupational Health and Safety

## DESCRIPTION:

Knowledge and skills to follow workplace Occupational Health and Safety procedures

ELEMENT	PERFORMANCE CRITERIA
1. Identify and follow workplace procedures for hazard identification and risk control	<ul style="list-style-type: none"> <li>a. Workplace procedures for Occupational Health and Safety are identified and related work instructions for controlling risks are accurately followed</li> <li>b. Workplace procedures for dealing with accidents, fire and emergencies are known and followed</li> <li>c. Hazards in the workplace are identified and reported to designated personnel in accordance with workplace procedures</li> </ul>
2. Contribute to arrangements for the management of occupational health and safety	<ul style="list-style-type: none"> <li>a. Occupational Health and Safety issues are raised with designated personnel in accordance with workplace procedures and relevant Occupational Health and Safety legislation</li> <li>b. Contributions to Occupational Health and Safety management in the workplace are made within workplace procedures and provisions of relevant legislation</li> </ul>
3. Complete Occupational Health and Safety records	<ul style="list-style-type: none"> <li>a. Occupational Health and Safety records for self are completed in accordance with workplace requirements</li> <li>b. Occupational Health and Safety records and legal requirements for the maintenance of records of occupational injury and diseases are followed</li> </ul>



## Range of Variables

### FOLLOW OCCUPATIONAL HEALTH AND SAFETY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work may be conducted in enclosed spaces, exposed conditions and controlled or open environment</li> <li>c. Exposure may be to chemicals, other harmful substances, movements of equipment, goods, vehicles including               <ul style="list-style-type: none"> <li>c.1. toxic substances</li> <li>c.2. damaged packing material and containers</li> <li>c.3. broken and damaged equipment</li> <li>c.4. inflammable materials and fire hazards</li> <li>c.5. lifting practices</li> <li>c.6. waste management and disposal</li> <li>c.7. extremes in weather conditions</li> <li>c.8. lighting levels</li> <li>c.9. floor surfaces</li> <li>c.10. water hazards</li> <li>c.11. traffic flows, vehicle and equipment operation</li> <li>c.12. a range of storage areas</li> </ul> </li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers, codes and Manifests</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures               <ul style="list-style-type: none"> <li>c.1. hazard policies and procedures</li> <li>c.2. emergency, fire and accident procedures</li> <li>c.3. personal safety procedures</li> <li>c.4. procedures for the use of personal protective clothing and equipment</li> <li>c.5. hazard identification</li> <li>c.6. issue resolution procedures</li> <li>c.7. job procedures</li> <li>c.8. work instructions</li> <li>c.9. materials safety data sheet explanatory tests</li> <li>c.10. Supplier and/or client instructions</li> <li>c.11. Materials Safety Data Sheets</li> </ul> </li> <li>d. Codes of Practice</li> <li>e. Award, Enterprise Bargaining Agreement other agreed industrial arrangements</li> <li>f. Consultative processes for Occupational Health and Safety</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service including legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but is not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Environmental Protection Legislation</li> <li>e. Manual Handling</li> <li>f. First Aid</li> <li>g. Noise</li> <li>h. Emergency Procedures</li> <li>i. Dangerous and Hazardous Goods Regulations</li> <li>j. Confined spaces</li> <li>k. Ergonomics</li> <li>l. Rehabilitation</li> <li>m. Smoke free environment</li> </ul>

## Evidence Guide

### FOLLOW OH&S PROCEDURES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. convey information in written and oral form</li> <li>a.3. maintain workplace records</li> <li>a.4. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.5. follow the requirements of relevant legislation and related Codes of Practice in relation to individual obligations for duty of care</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents</li> <li>a.2. location and use of safety alarms, manifests, emergency shut off systems, emergency communication systems</li> <li>a.3. signs and signals used for Occupational Health and Safety</li> <li>a.4. terms used in Materials Safety Data Sheets</li> <li>a.5. IMDG markings and where applicable emergency information panels</li> <li>a.6. HAZCHEM symbols and implications for safe work &amp; storage</li> <li>a.7. storage and use of hazardous substances</li> <li>a.8. storage and use of flammable materials</li> <li>a.9. handling of broken or damaged equipment</li> <li>a.10. manual and mechanically assisted lifting and load shifting procedures</li> <li>a.11. transport requirement for goods within workplace</li> <li>a.12. emergency and evacuation procedures</li> <li>a.13. obtaining and using information from safety labels, instructions for safe work, relevant Materials Safety Data Sheets, workplace procedures and Codes of Practice</li> <li>a.14. using personal protection equipment and engineering controls (where required)</li> </ul>
4. Resource implications	<p>a. Access to policies, procedures and information on Occupational Health and Safety. Access to support personnel, engineering controls and Personal Protective Equipment</p>
5. Consistency in performance may include	<p>a. Application of knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> <li>a.6. Protective clothing worn in accordance with job and operational requirements</li> <li>a.7. Equipment checked prior to use</li> <li>a.8. Emergency procedures followed</li> <li>a.9. Potential problems predicted and reported</li> <li>a.10. Co-operative with supervisors and Occupational Health and Safety representatives and personnel</li> <li>a.11. Codes of Practice followed</li> <li>a.12. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>a.13. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>a.14. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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

# Unit TDT F2 97A CONDUCT HOUSEKEEPING ACTIVITIES

Field F Occupational Health and Safety

## DESCRIPTION:

Carry out housekeeping duties and maintain a clean and safe work site

ELEMENT	PERFORMANCE CRITERIA
1. Identify workplace procedures, resources and housekeeping requirements of different areas of the workplace	<ul style="list-style-type: none"> <li>a. Workplace procedures for housekeeping are identified</li> <li>b. Equipment and consumables are selected in accordance with work area requirements</li> <li>c. Specific requirements for housekeeping activities in different parts of the employees' work area identified and followed</li> <li>d. Requirements for the minor disassembly/reassembly of storage zones identified (where applicable)</li> </ul>
2. Monitor and maintain cleanliness and tidiness in the workplace	<ul style="list-style-type: none"> <li>a. Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employees</li> <li>b. Housekeeping issues are raised with designated personnel in accordance with workplace procedures</li> <li>c. Housekeeping equipment and supplies are maintained and stored</li> </ul>
3. Complete assigned housekeeping duties	<ul style="list-style-type: none"> <li>a. Assigned housekeeping duties are conducted following workplace procedures ensuring that               <ul style="list-style-type: none"> <li>a.1. waste is removed</li> <li>a.2. maintenance requirements of any damaged items are notified to appropriate personnel</li> <li>a.3. minor disassembly/reassembly of storage zones is conducted within enterprise policies and procedures</li> <li>a.4. schedules and records for housekeeping duties are maintained</li> <li>a.5. work areas are checked and meet required workplace standards</li> <li>a.6. work is carried out following enterprise practices and safe work procedures</li> </ul> </li> </ul>

## Range of Variables

### CONDUCT HOUSEKEEPING ACTIVITIES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> <li>e. Housekeeping duties may include               <ul style="list-style-type: none"> <li>e.1. cleaning</li> <li>e.2. returning goods or equipment to storage</li> <li>e.3. repacking</li> <li>e.4. waste removal</li> <li>e.5. maintenance</li> </ul> </li> <li>f. Housekeeping may be scheduled or as required</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but is not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Environmental Protection Legislation</li> <li>e. Manual Handling</li> <li>f. First Aid</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Emergency Procedures</li> <li>i. Dangerous and Hazardous Goods Regulations</li> <li>j. Water and Road use and license arrangements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Dangerous goods and air freight regulations</li> <li>m. Confined spaces</li> <li>n. Ergonomics</li> <li>o. Rehabilitation</li> <li>p. Smoke free environment</li> <li>q. Noise</li> </ul>

## Evidence Guide

### CONDUCT HOUSEKEEPING ACTIVITIES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. maintain workplace records</li> <li>a.3. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.4. dispose of waste materials including segregation of particular wastes and specialist requirements</li> <li>a.5. apply principles of reduction, re-use, recycle, recover and appropriate repair/replace decision making processes</li> <li>a.6. follow housekeeping requirements for different work areas</li> <li>a.7. use relevant tools and equipment</li> <li>a.8. safely handle solvent (organic and inorganic) cleaning products, steam and pressure equipment</li> <li>a.9. explain reasons for maintaining clean and tidy worksites, the tagging of unserviceable tools and equipment and following housekeeping and maintenance schedules</li> <li>a.10. complete housekeeping inspection requirements</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. application of relevant industrial requirements</li> <li>a.2. identification and correct use of equipment, processes and procedures</li> <li>a.3. maintenance procedures for housekeeping equipment</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to               <ul style="list-style-type: none"> <li>a.1. necessary housekeeping and cleaning equipment, personal protection equipment and relevant engineering controls</li> <li>a.2. enterprise reporting procedures for health and safety hazards</li> <li>a.3. workplace housekeeping procedures/manual</li> <li>a.4. relevant housekeeping procedures/manual</li> <li>a.5. relevant Occupational Health and Safety regulations</li> </ul> </li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Checks own work for compliance with workplace requirements               <ul style="list-style-type: none"> <li>b.1. Shows evidence of application of relevant workplace procedures including:                   <ul style="list-style-type: none"> <li>b.2. hazard policies and procedures including Codes of Practice</li> <li>b.3. issue resolution procedures</li> <li>b.4. job procedures and work instructions</li> <li>b.5. relevant guidelines relating to the use and tagging of unserviceable or damaged items</li> <li>b.6. quality assurance procedures (where existing)</li> <li>b.7. security procedures</li> <li>b.8. following recognised housekeeping processes</li> <li>b.9. waste, pollution and recycling management processes</li> </ul> </li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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



**Unit TDT F3 97A IMPLEMENT AND MONITOR OCCUPATIONAL HEALTH AND SAFETY PROCEDURES**

Field F Occupational Health and Safety

**DESCRIPTION:**  
**Requirements for workers with some supervisory responsibility for implementation and monitoring of Occupational Health and Safety policies, procedures and systems**

ELEMENT	PERFORMANCE CRITERIA
1. Access information about Occupational Health & Safety and the workplace policies and procedures	<ul style="list-style-type: none"> <li>a. Relevant provisions of Occupational Health and Safety legislation and Codes of Practice are accurately followed</li> <li>b. Information on workplace Occupational Health and Safety policies, procedures, Occupational Health and Safety and programs is stored in a readily accessible location and manner</li> <li>c. Information is accurately and clearly explained to the work team</li> <li>d. Information about the outcomes of risk identification and control procedures is provided to appropriate personnel</li> </ul>
2. Implement and monitor procedures for identifying and assessing hazards	<ul style="list-style-type: none"> <li>a. Existing and potential hazards in the work area are identified and reported</li> <li>b. Identified hazards are assessed in relation to relative risk</li> </ul>
3. Implement and monitor procedures for controlling risks	<ul style="list-style-type: none"> <li>a. Existing risk control measures are implemented, monitored and reviewed</li> <li>b. Work procedures to control risks are implemented and adherence to them by the work group is monitored</li> <li>c. Required improvements to existing risk control measures are identified including required resources for implementation, and reported to appropriate personnel</li> <li>d. Procedures for monitoring and controlling risks provide for a hierarchy of control</li> </ul>
4. Plan and supervise housekeeping arrangements	<ul style="list-style-type: none"> <li>a. Housekeeping tasks are identified and incorporated in enterprise work roles</li> <li>b. Housekeeping equipment is maintained</li> <li>c. Team members are allocated housekeeping tasks and supervised</li> <li>d. Housekeeping procedures and practices are planned to conform with environmental and Occupational Health and Safety requirements</li> </ul>
5. Implement and monitor procedures for dealing with hazardous events	<ul style="list-style-type: none"> <li>a. Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken</li> <li>b. Hazardous events are investigated to identify causes</li> <li>c. Control measures are implemented to prevent recurrence and minimise risks of hazardous events or issues are referred to designated personnel for implementation</li> </ul>

## Range of Variables

### IMPLEMENT AND MONITOR OH&S PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> <li>e. Procedures implemented may impact on               <ul style="list-style-type: none"> <li>e.1. customers, members of the public, contractors and staff</li> <li>e.2. number of designated work groups and hazard types</li> <li>e.3. varying degrees of specification in procedures</li> </ul> </li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Worksafe Australia and local/state/territory authority papers</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but is not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Environmental Protection Legislation</li> <li>e. Manual Handling</li> <li>f. First Aid</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Emergency Procedures</li> <li>i. Dangerous and Hazardous Goods Regulations</li> <li>j. Water and Road use and license arrangements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Dangerous goods and air freight regulations</li> <li>m. Confined spaces</li> <li>n. Ergonomics</li> <li>o. Rehabilitation</li> <li>p. Smoke free environment</li> <li>q. Noise</li> </ul>



## Evidence Guide

### IMPLEMENT AND MONITOR OH&S PROCEDURES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> <li>a.5. negotiate permission for any changes to work practices and existing policies and procedures</li> </ul>
2. Interdependent assessment of units	<p>a. The unit <i>Follow Occupational Health and Safety Procedures</i> is a prerequisite for this unit</p> <p>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. application of relevant industrial legislative requirements</li> <li>a.4. interpreting relevant Occupational Health and Safety Legislation, related Workers Compensation and enterprise policies and procedures including             <ul style="list-style-type: none"> <li>a.4.1.1. duty of care for those in supervisory positions</li> <li>a.4.1.2. requirement for the maintenance and confidentiality of records of occupational injury and disease and reporting of accidents and potential risks</li> <li>a.4.1.3. regulations and Codes of Practice in relation to hazards in work area</li> <li>a.4.1.4. requirement of the legislation on employers, suppliers and contractors</li> </ul> </li> </ul>
4. Resource implications	<p>a. Access to workplace policies, legislation and work group or team, access to interpretative advice mechanisms to support decision making</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> <li>a.6. negotiating with staff, contractors and others to implement Occupational Health and Safety procedures</li> <li>a.7. monitoring and reporting on hazards and risk management</li> <li>a.8. recommending improvements to work systems to effect safe work</li> </ul> <p>b. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>b.1. issue resolution procedures</li> <li>b.2. job procedures and work instructions</li> <li>b.3. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.4. quality assurance procedures (where existing)</li> <li>b.5. security procedures</li> </ul> <p>c. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>d. Work shows the significance for the workplace and employees of appropriate practice of Occupational Health and Safety in relation to business effectiveness, employee satisfaction and competitive advantage</p> <p>e. Outcomes reveal fair, consistent and careful co-ordination of Occupational Health and Safety processes</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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	3	3	3	3	3



Unit TDT F4 97A ORGANISE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES IN THE WORKPLACE

Field F Occupational Health and Safety

**DESCRIPTION:**

Requirements for workers with responsibility for organising and reporting Occupational Health and Safety compliance in the workplace

ELEMENT	PERFORMANCE CRITERIA
<p>1. Use information about Occupational Health and Safety and the workplace policies and procedures to inform work design and report incidents and potential risks</p>	<ul style="list-style-type: none"> <li>a. Relevant provisions of Occupational Health and Safety legislation and Codes of Practice are accurately followed</li> <li>b. Workplace Occupational Health and Safety policies, procedures and programs are promoted to employees in the relevant workgroup</li> <li>c. Implications of risks and requirements for safe work are accurately and clearly explained to the work group</li> <li>d. Information about the outcomes of risk identification and control procedures is used in the design/redesign of work procedures</li> </ul>
<p>2. Use procedures for identifying and assessing hazards</p>	<ul style="list-style-type: none"> <li>a. Existing and potential hazards in the work area are identified through audit, monitoring of processes, equipment and products used, and in response to employee complaints and questions</li> <li>b. Identified hazards are assessed in relation to relative risk and impact on workplace operations and employee health, safety and welfare</li> <li>c. Priorities for hazard resolution are established and reported to appropriate personnel</li> </ul>
<p>3. Negotiate to control risks and resolve complaints about health and safety of employees at work</p>	<ul style="list-style-type: none"> <li>a. Existing risk control measures are implemented, monitored and possible improvements identified</li> <li>b. Required improvements to existing risk control measures are implemented and identified</li> <li>c. Required resources for implementation are established and reported to appropriate personnel</li> <li>d. Negotiations with management and employees to revise work procedures are conducted within workplace issue resolution procedures</li> </ul>
<p>4. Use Occupational Health &amp; Safety procedures &amp; legislative mechanisms to formally institute risk management strategies</p>	<ul style="list-style-type: none"> <li>a. Workplace procedures for hazard, accident and incident reporting are used</li> <li>b. Co-operative working relationships with other employees and external authorities involved in occupational health &amp; safety procedures are established and maintained</li> <li>c. Legislative provisions for improvement notices and inspections are followed</li> </ul>

## Range of Variables

### ORGANISE OH&S PROCEDURES IN THE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work may be conducted in enclosed spaces, exposed conditions and controlled or open environment.</li> <li>c. Exposure may be corrosive chemicals, solvents and adhesives, carcinogenic and other harmful substances, movements of equipment, goods, vehicles</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Codes of Practice</li> <li>h. Regulations</li> <li>i. Award, Enterprise Bargaining Agreement, other agreed industrial arrangements</li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Phone, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>m. HAZCHEM codes and related information</li> <li>n. IMDG code markings and where appropriate applicable emergency panels</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices               <ul style="list-style-type: none"> <li>a.1. Conditions of service including legislation, work conditions, associated legislation and industrial agreements including</li> <li>a.2. workplace agreements and awards</li> <li>a.3. occupational health &amp; safety</li> <li>a.4. State, Federal or Territory Legislation</li> </ul> </li> <li>b. Consultative processes may involve               <ul style="list-style-type: none"> <li>b.1. staff members</li> <li>b.2. management</li> <li>b.3. union representatives</li> <li>b.4. industrial relations, Occupational Health &amp; Safety specialists</li> <li>b.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but is not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Environmental Protection Legislation</li> <li>e. Manual Handling</li> <li>f. First Aid</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Emergency Procedures</li> <li>i. Dangerous and Hazardous Goods Regulations</li> <li>j. Water and Road use and license arrangements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Dangerous goods and air freight regulations</li> <li>m. Confined spaces</li> <li>n. Ergonomics</li> <li>o. Rehabilitation</li> <li>p. Smoke free environment</li> <li>q. Noise</li> </ul>

## Evidence Guide

### ORGANISE OH&S PROCEDURES IN THE WORKPLACE

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. work effectively with others</li> <li>a.3. interpret relevant sections of the occupational health &amp; safety legislation including                   <ul style="list-style-type: none"> <li>a.3.1. clauses relating to Occupational Health and Safety representatives &amp; inspections</li> <li>a.3.2. requirements for general duty of care</li> <li>a.3.3. issue resolution procedures</li> <li>a.3.4. requirements of employers, employees, suppliers and contractors</li> <li>a.3.5. regulations and Codes of Practice relevant to the work area covered</li> </ul> </li> <li>a.4. follow workplace requirements for reporting of accidents and potential risks, maintenance and confidentiality of records</li> <li>a.5. conduct negotiations with employees, contractors and others</li> <li>a.6. monitor implementation of Occupational Health &amp; Safety procedures</li> <li>a.7. recommend improvements to work systems for management of risk</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. application of relevant industrial requirements</li> <li>a.4. application of workplace issue resolution procedures</li> <li>a.5. identification of potential risks and possible resolutions</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to Occupational Health and Safety legislation, procedures, relevant employees and management structures</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Work indicates the significance for the workplace and employees of appropriate practice of Occupational Health and Safety in relation to business effectiveness, employee satisfaction &amp; competitive advantage</li> <li>c. Outcomes reveal fair, consistent and careful co-ordination of Occupational Health and Safety processes</li> <li>d. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures including Codes of Practice</li> <li>d.2. emergency, fire and accident procedures</li> <li>d.3. the use of personal protective clothing and equipment conforming to industry standards according to the nature of the task</li> <li>d.4. hazard identification</li> <li>d.5. issue resolution procedures</li> <li>d.6. job procedures and work instructions</li> <li>d.7. quality assurance procedures (where existing)</li> </ul> </li> <li>e. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>f. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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



## Unit TDT F6 97A APPLY EMERGENCY/ACCIDENT PROCEDURES

Field F Occupational Health and Safety

### DESCRIPTION:

The response of employees to incidents which result in accidents, near miss or emergencies in the workplace

ELEMENT	PERFORMANCE CRITERIA
1. Respond to the incident	<ul style="list-style-type: none"><li>a. Details of the cause(s) effects of the incident are identified and reported</li><li>b. Assistance requirements for accidents and emergencies are clarified and reported immediately to the appropriate parties</li><li>c. Requests for assistance made to relevant personnel and emergency services</li></ul>
2. Control and assist at accident or emergency site	<ul style="list-style-type: none"><li>a. Site is controlled and protected until the arrival of authorised personnel</li><li>b. Assistance is provided to injured persons, within the limitations of duty of care and enterprise procedures</li><li>c. Relevant authorities at the site are cooperated with and assisted within enterprise policies</li></ul>
3. Finalise emergency/ accident process and complete records	<ul style="list-style-type: none"><li>a. Relevant information is exchanged in accordance with State/Territory law and enterprise procedures</li><li>b. Documentation and reports are completed and processed in accordance with enterprise or regulatory requirements</li></ul>

## Range of Variables

### APPLY EMERGENCY/ACCIDENT PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Australian Standard AS1885.1</li> <li>n. IMDG code markings and where applicable emergency information panels</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but is not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Environmental Protection Legislation</li> <li>e. Manual Handling</li> <li>f. First Aid</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Emergency Procedures</li> <li>i. Dangerous and Hazardous Goods Regulations</li> <li>j. Water and Road use and license arrangements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Dangerous goods and air freight regulations</li> <li>m. Confined spaces</li> <li>n. Ergonomics</li> <li>o. Rehabilitation</li> <li>p. Smoke free environment</li> <li>q. Noise</li> </ul>



## Evidence Guide

### APPLY EMERGENCY ACCIDENT PROCEDURES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide first aid within requirements of state/territory legislation</li> <li>a.3. identify appropriate action to access the situation and provide assistance</li> <li>a.4. provide customer/client service and work effectively with others</li> <li>a.5. convey information in written and oral form</li> <li>a.6. maintain workplace records</li> <li>a.7. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.8. observe enterprise policies on "admission of liability"</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating and emergency procedures</li> <li>a.3. application of relevant workplace and industrial requirements</li> <li>a.4. identification and correct use of equipment, processes and procedures used within context of the job</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to simulated or real incident</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. emergency, fire and accident procedures</li> <li>b.3. the use of personal protective clothing and equipment conforming to industry standards according to the nature of the task</li> <li>b.4. hazard identification</li> <li>b.5. issue resolution procedures</li> <li>b.6. relevant guidelines relating to the safe use of machinery and equipment</li> <li>b.7. quality assurance procedures (where existing)</li> <li>b.8. security procedures</li> <li>b.9. waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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



## Unit TDT F7 97A IMPLEMENT EMERGENCY/ACCIDENT PROCEDURES

Field F Occupational Health and Safety

### DESCRIPTION:

The implementation of emergency/accident procedures by designated personnel

ELEMENT	PERFORMANCE CRITERIA
1. Respond to the incident	<ul style="list-style-type: none"><li>a. Details of incidents, accidents and emergencies are received, analysed and confirmed</li><li>b. Immediate co-ordination requirements are identified and actioned in accordance with organisation procedures</li><li>c. Travel to the incident site is by the shortest, fastest, legal means and routes</li></ul>
2. Conduct on-site activities	<ul style="list-style-type: none"><li>a. Control of site activities is assumed on arrival and the operator and other authorities present are informed of this action</li><li>b. Assistance is provided to clients and operators within the limitations of duty of care and organisation requirements</li><li>c. Details of personnel, including names and nature of injuries are notified to relevant personnel following enterprise procedures</li><li>d. Assistance is provided to relevant authorities within legal and policy limitations</li></ul>
3. Complete follow-up actions	<ul style="list-style-type: none"><li>a. Details of affected personnel, including names, nature of injuries and follow-up treatments are notified to next-of-kin in accordance with organisation procedures</li><li>b. Incidents resulting in a near miss, accident or emergency are investigated and a report, including recommendations, is completed in accordance with enterprise policies and procedures</li><li>c. Accident procedures and emergency plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons</li></ul>

## Range of Variables

### IMPLEMENT EMERGENCY/ACCIDENT PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> <li>e. Assistance required may range from treating simple injuries to application and monitoring of life support systems.</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of Practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Australian Standard AS1885.1</li> <li>n. IMDG code markings and where applicable emergency information panels</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations, legislation, Codes of Practice and Australian Standards may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. First Aid</li> <li>e. Confined spaces</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Environmental Protection Legislation</li> <li>h. Emergency Procedures</li> <li>i. Manual handling</li> </ul>

## Evidence Guide

### IMPLEMENT EMERGENCY/ACCIDENT PROCEDURES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. respond to the incident and assess appropriate, prompt actions</li> <li>a.3. comply with organisational procedures, admission of liability policy, legal and co-ordination requirements</li> <li>a.4. exercise control and self control</li> <li>a.5. render assistance and exert personal control at the scene</li> <li>a.6. isolate and co-ordinate safety of the scene</li> <li>a.7. investigate and report on accident/emergency situation</li> <li>a.8. resolve co-ordination issues with other organisations and operators</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. application of organisation accident procedures, relevant legislation and regulations</li> <li>a.4. means to control and organise the accident scene, provide practical assistance and co-operate with others at the scene</li> <li>a.5. application of relevant industrial requirements</li> <li>a.6. relevant bond, quarantine or other legislative requirements</li> <li>a.7. identification and correct use of equipment, processes and procedures</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to real or simulated accident scene and procedures</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice:</li> <li>b.2. emergency, fire and accident procedures</li> <li>b.3. the use of personal protective clothing and equipment conforming to</li> <li>b.4. industry standards according to the nature of the task</li> <li>b.5. hazard identification</li> <li>b.6. issue resolution procedures</li> <li>b.7. job procedures and work instructions</li> <li>b.8. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>b.9. quality assurance procedures (where existing)</li> <li>b.10. security procedures</li> <li>b.11. following recognised housekeeping processes</li> <li>b.12. waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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	2	2



## Unit TDT F8 97B PROVIDE FIRST-AID IN THE WORKPLACE

Field F Occupational Health & Safety

### DESCRIPTION:

Knowledge and skills to provide first aid in the workplace in accordance with applicable state/territory regulations

ELEMENT	PERFORMANCE CRITERIA
1. Assess first aid needs	<ul style="list-style-type: none"><li>a. The safety of injured person, bystanders and self in an accident situation is assessed in accordance with first aid procedures</li><li>b. The condition of the injured or ill person is assessed in accordance with first aid procedures</li></ul>
2. Respond to first aid needs within limitations of duty of care	<ul style="list-style-type: none"><li>a. Wounds, injuries and minor disorders are correctly managed until medical assistance is available in accordance with first aid procedures</li><li>b. Emergency is dealt with effectively in accordance with enterprise procedures</li><li>c. One person and two person Cardio Pulmonary Resuscitation (CPR) is performed following safety procedures</li><li>d. Correct techniques for moving sick/injured persons are used as appropriate</li></ul>

## Range Of Variables

### PROVIDE FIRST-AID IN THE WORKPLACE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work of transport and distribution personnel for the delivery of valuables, secured products, documents and materials</li> <li>b. Work performed under general or limited supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Hazards may include               <ul style="list-style-type: none"> <li>e.1 Vehicular and pedestrian traffic</li> <li>e.2 Firearm handling</li> <li>e.3 Persons with felonious intent</li> <li>e.4 Uneven ground, steps, road surfaces</li> <li>e.5 Dust and vapours</li> <li>e.6 Hazardous or dangerous materials</li> <li>e.7 Humidity, air temperature</li> </ul> </li> <li>f. Consultative processes may involve               <ul style="list-style-type: none"> <li>f.1 Clients</li> <li>f.2 Police</li> <li>f.3 Other employees and supervisors</li> <li>f.4 Management</li> <li>f.5 Occupational Health and Safety specialists</li> <li>f.6 Medical personnel</li> <li>f.7 First aid instruction</li> <li>f.8 Other professional or technical staff</li> </ul> </li> </ul>
2. Sources of information/documents may include but are not limited to	<ul style="list-style-type: none"> <li>a. Operations manuals</li> <li>b. Induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications</li> <li>e. HAZCHEM codes and dangerous/hazardous goods</li> <li>f. Enterprise operating procedures and policies</li> <li>g. Supplier and/or client instructions</li> <li>h. Materials safety data sheets</li> <li>i. Communications technology equipment, oral, aural or signed communications</li> <li>j. Work procedures and practices</li> <li>k. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>k.1 Enterprise agreements and awards</li> <li>k.2 Occupational Health &amp; Safety procedures</li> </ul> </li> <li>l. Applicable State, Territory, Commonwealth legislation and regulations which relate to               <ul style="list-style-type: none"> <li>l.1 Occupational Health &amp; Safety regulations and legislation</li> <li>l.2 Manual Handling</li> <li>l.3 Fire arms acts</li> <li>l.4 Licensing and permits for firearms and security occupations</li> <li>l.5 Dangerous goods</li> <li>l.6 Traffic Acts</li> </ul> </li> <li>m. Standards and certification requirements</li> <li>n. Quality assurance procedures</li> <li>o. Emergency procedures</li> </ul>
3. Job role specific factors	<ul style="list-style-type: none"> <li>a. Provision of first aid in accordance with enterprise procedures and state/territory regulations</li> </ul>



## Evidence Guide

### PROVIDE FIRST-AID IN THE WORKPLACE

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1 Communicate effectively in written and verbal modes</li> <li>a.2 Identify vital signs and monitor condition of patient(s)</li> <li>a.3 Apply EAR and CPR</li> <li>a.4 Comfort and support patient(s)</li> <li>a.5 Follow procedures</li> <li>a.6 Work cooperatively as part of a team</li> <li>a.7 Locate, interpret and apply relevant information</li> <li>a.8 Identify and safely handle equipment and goods</li> <li>a.9 Apply hierarchy of control</li> <li>a.10 Use safety precautions appropriate to the task</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function.</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1 Implications of Occupational Health &amp; Safety legislation and codes of practice</li> <li>a.2 Appropriate first aid measures</li> <li>a.3 Appropriate identification of symptoms and appropriate first aid treatment</li> <li>a.4 Referrals to appropriate internal personnel or external medical services made when required</li> <li>a.5 Requirements for approved work procedures and relevant equipment</li> <li>a.6 Application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.7 Identification and correct use of equipment, processes and procedures</li> <li>a.8 Planning own work including predicting consequences and identifying improvements</li> <li>a.9 First aid competence</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to simulated or real incident</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Maintains confidentiality of customers, enterprise operations, equipment and materials carried</li> <li>c. Modifies work practices to cater for variations in Workplace contexts and environments</li> <li>d. Work consistently shows evidence of application of relevant enterprise procedures including               <ul style="list-style-type: none"> <li>d.1 Hazard policies and procedures including Codes of Practice</li> <li>d.2 Emergency, fire and accident procedures</li> <li>d.3 The use of personal protective clothing and equipment</li> <li>d.4 Industry standards according to the nature of the task</li> <li>d.5 Hazard identification</li> </ul> </li> <li>e. Effectively negotiates to resolve issues and problems</li> <li>f. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>g. Shows evidence of application of relevant enterprise procedures including               <ul style="list-style-type: none"> <li>g.1 Codes of practice, hazard policies and procedures</li> <li>g.2 Issue resolution procedures</li> <li>g.3 Job procedures and work instructions</li> <li>g.4 Guidelines relating to the safe use of equipment</li> <li>g.5 Quality assurance procedures (where existing)</li> <li>g.6 Security procedures</li> <li>g.7 Housekeeping processes</li> <li>g.8 Waste, pollution and recycling management processes</li> </ul> </li> <li>h. Action taken promptly – accidents and incidents reported within regulatory requirements and following enterprise procedures</li> <li>i. Work completed systematically without injury to self or others or damage to goods, equipment or products in production</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

#### 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

# Unit TDT F9 97A CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

Field F Occupational Health and Safety

## DESCRIPTION:

Safe and effective conduct of cleaning operations in enclosed spaces

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify risks and plan operation</p>	<ul style="list-style-type: none"> <li>a. Requirements for the cleaning operation are assessed</li> <li>b. Potential risks or hazards to self, the environment or others are identified</li> <li>c. Relevant information including workplace procedures and safety codes identified and read</li> <li>d. Cleaning and personal protection equipment and consumables are identified</li> <li>e. Requirements assembled in accordance with national standards, safety codes and workplace procedures</li> <li>f. Work is planned identifying               <ul style="list-style-type: none"> <li>f.1. sequence</li> <li>f.2. precautions for self, others and work area</li> <li>f.3. relevant workplace procedures to be followed</li> <li>f.4. emergency precautions, tests and procedures</li> <li>f.5. evacuation and rescue procedures</li> </ul> </li> </ul>
<p>2. Clean required enclosed space</p>	<ul style="list-style-type: none"> <li>a. Unauthorised persons are removed from the work area</li> <li>b. Engineering and personal safety equipment used</li> <li>c. Unwanted labels are removed</li> <li>d. Cleaning products, where used, are mixed in accordance with manufacturer's and workplace instructions</li> <li>e. Containers are swept out and washed so that mud, grime and any residue from products stored in the container is removed</li> <li>f. Security of chemicals and equipment is maintained</li> <li>g. Run off is contained and wastes are disposed of in accordance with local laws and enterprise procedures</li> <li>h. Relevant documentation is completed</li> <li>i. Equipment used for the process is checked and stored</li> <li>j. Worksite is checked and returned to operational status</li> </ul>

## Range of Variables

### CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> <li>e. Cleaning operations may be of containers or other enclosed spaces</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in enclosed spaces</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Australian Standards AS 2865 – Safe Working in a Confined Space Code</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### CONDUCT CLEANING OPERATIONS IN ENCLOSED SPACES

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> <li>a.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.6. follow the designated work plan for the job</li> <li>a.7. plan, use and effect emergency and rescue operations</li> <li>a.8. test for contaminant gases</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays in job role knowledge and skills including               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. relevant bond, quarantine or other legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures used within context of the job</li> <li>a.7. modifying activities dependant on differing workplace contexts, risk situations and environments</li> <li>a.8. estimation of size, shape and special requirements of loads</li> <li>a.9. identification of container and goods coding, IMDG markings and where applicable Emergency Information Panels</li> <li>a.10. eye hand coordination</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Enclosed spaces requiring cleaning, test equipment for atmosphere within space</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Cleaning operations cause no damage to self, area cleaned, or environment</li> <li>c. Work is conducted safely</li> <li>d. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures including codes of practice</li> <li>d.2. emergency, fire and accident procedures</li> <li>d.3. the use of personal protective clothing and equipment conforming to Industry Standards according to the nature of the task</li> <li>d.4. hazard identification</li> <li>d.5. issue resolution procedures</li> <li>d.6. job procedures and work instructions</li> <li>d.7. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>d.8. quality procedures (where existing)</li> <li>d.9. security procedures</li> <li>d.10. following recognised housekeeping processes</li> <li>d.11. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>f. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>g. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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



## Unit TDT F14 98A DEVELOP AND MAINTAIN A SAFE WORKPLACE

Field F Occupational Health and Safety

### DESCRIPTION:

**Skills and knowledge required to implement Occupational Health and Safety requirements set down in legislation, standards and the organisation's policies and practices. A key component of this role is promoting and monitoring a safe workplace and environment.**

ELEMENT	PERFORMANCE CRITERIA
1. Provide and inform personnel about OH&S legislation, codes and standards	<ul style="list-style-type: none"> <li>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</li> <li>b. Arrangements are made to provide information in a language, style and format which is understood by colleagues</li> <li>c. Individuals/teams know their legal responsibility for maintaining a safe workplace and environment</li> <li>d. The implications of an unsafe workplace and environment is clear to all within the workplace</li> </ul>
2. Plan and implement safety requirements	<ul style="list-style-type: none"> <li>a. Health and Safety risk assessments are made as part of all production planning exercises</li> <li>b. Policy and procedures are developed to implement requirements for a safe workplace</li> <li>c. Work practices are planned with colleagues to ensure compliance with workplace and environmental legislation and standards</li> <li>d. Safe operating procedures are documented and communicated</li> <li>e. Work practices are implemented in accordance with requirements specified in legislation and standards for safe workplaces and environments</li> <li>f. Effective induction and supervision is provided to support colleagues in managing their organisational responsibilities</li> <li>g. Purchasing policy for the provision of goods and services is informed by OH&amp;S considerations</li> </ul>
3. Monitor, adjust and report safety performance	<ul style="list-style-type: none"> <li>a. Hazards are identified, assessed and prioritised for action</li> <li>b. Controls are selected to minimise risks to health and safety</li> <li>c. Waste recycling, reduction and disposal is carried out within legislative and organisational requirements</li> <li>d. Recommendations for improvements to meet legislation and associated standards are submitted to designated persons/groups</li> <li>e. Individuals/teams are informed of improvements and alterations to Occupational Health and Safety procedures in the workplace</li> <li>f. Systems, records and reporting procedures are maintained according to legislative requirements</li> </ul>
4. Investigate and report non-conformance	<ul style="list-style-type: none"> <li>a. Non-conformance is investigated and dealt with according to legislative requirements</li> <li>b. Colleagues are supported to acquire and apply competencies to meet legislative requirements and the associated standards</li> <li>c. Changes to operations and practices are implemented to ensure that non-conformance is not repeated</li> </ul>
5. Evaluate the Occupational Health and Safety system and related policies, procedures and programs	<ul style="list-style-type: none"> <li>a. The effectiveness of the Occupational Health and Safety system and related policies, procedures and programs are assessed</li> <li>b. Improvements to the Occupational Health and Safety system are identified and reported to appropriate personnel</li> </ul>

## Range of Variables

### DEVELOP AND MAINTAIN A SAFE WORKPLACE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in Transport and Distribution Industries</li> <li>b. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>c. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>d. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of:	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including: <ul style="list-style-type: none"> <li>a.1. enterprise policies and procedures</li> <li>a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3. quality assurance procedures (where existing)</li> <li>a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>b. Relevant agreements, codes of practice and other legislative requirements</li> <li>c. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>h.1. workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislative framework and guidance material concerning: <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>i.2. Workplace Relations</li> <li>i.3. Workers Compensation</li> <li>i.4. Hazardous substances and dangerous goods</li> <li>i.5. Environment Protection</li> <li>i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> <li>i.7. Manual handling, Rehabilitation, Confined space, Noise, Ergonomics</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Work is performed within defined area of responsibility where the process for consultation may include: <ul style="list-style-type: none"> <li>a.1. Occupational Health and Safety committee</li> <li>a.2. consultation with health and safety representatives</li> <li>a.3. issue resolution procedures</li> <li>a.4. participative and consultative procedures as required by Legislation, Awards and workplace agreements</li> <li>a.5. those staff responsible for work activities which may produce changes to the workplace and additional hazards</li> </ul> </li> </ul>

## Evidence Guide

### DEVELOP AND MAINTAIN A SAFE WORKPLACE

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1 apply leadership skills to occupational health and safety projects including the selection and employment of specialists, allocation and delegation of tasks, taking into account task requirements and organisational policy</p> <p>a.2 suggest improvements to work operations and negotiate changes to improve health and safety</p> <p>a.3 mediate and resolve issues involving health and safety maximising positive outcomes for the organisation and the individuals within it</p> <p>a.4 apply techniques to encourage appropriate participation of team / group members and external organisations or individuals with relevant expertise in improving personal and organisational compliance with occupational health and safety policy and procedures</p> <p>a.5 research, interpret and apply relevant information appropriate to occupational health and safety management</p> <p>a.6 use consultative processes and work effectively with others to achieve health and safety objectives</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1 relevant Occupational Health and Safety legislation and Codes of Practice</p> <p>a.2 the systems of risk control recognising the significance of Occupational Health and Safety in relation to for effective workplace operation</p> <p>a.3 the significance of other management systems and procedures for Occupational Health and Safety</p> <p>a.4 the particular technical and people management requirements of the specific work area</p> <p>a.5 enterprise business policies and plans including procedures for purchasing, introduction of changed work practices and equipment as well as occupational health and safety</p> <p>a.6 selection and appropriate application of technology, information systems and procedures to improve health and safety compliance, information systems and reporting requirements</p>
4. Resource implications	a. Occupational health and safety projects requiring execution
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in any service provision or design</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistent application of relevant State, Territory and Commonwealth Occupational Health and Safety legislation, and Codes of Practice, particularly:</p> <p>f.1 general duty of care</p> <p>f.2 requirements for the maintenance of confidential records of occupational injury and disease</p> <p>f.3 provision of information, training and assessment</p> <p>f.4 issue resolution, counselling and disciplinary processes</p> <p>g. Evaluations and system improvement processes improve health, safety and welfare outcomes</p> <p>h. Workplace procedures comply with regulatory and legislative requirements for duty of care, training, supervision and technical compliance</p> <p>i. Organisational performance is improved through improved occupational health and safety practices</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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:**

Basic knowledge and skills to effectively work as a member of a group or team

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

## Range of Variables

### WORK EFFECTIVELY WITH OTHERS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Teams may be established for special work purposes or normal work teams</li> <li>d. Consultative processes may involve               <ul style="list-style-type: none"> <li>d.1. staff members</li> <li>d.2. management</li> <li>d.3. union representatives</li> <li>d.4. industrial relations, Occupational Health and Safety specialists</li> <li>d.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### WORK EFFECTIVELY WITH OTHERS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <p>a.1. locate, interpret and apply relevant information</p> <p>a.2. provide customer/client service and work effectively with others</p> <p>a.3. convey information in written and oral form</p> <p>a.4. maintain workplace records</p> <p>a.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.6. follow the designated work plan for the job</p> <p>a.7. operate in a team to complete a work oriented activity</p> <p>a.8. contribute to collective planning, cooperative work and effective outcomes for the activity</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <p>a.1. site layout</p> <p>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</p> <p>a.3. impact of job on enterprise and individual performance</p> <p>a.4. application of relevant industrial or other legislative requirements</p> <p>a.5. identification and correct use of equipment, processes and procedures</p> <p>a.6. modifying activities dependant on differing workplace contexts and environment</p> <p>a.7. use of appropriate communication strategies including appropriate body language and conservation</p> <p>a.8. providing support to other team members</p>
4. Resource implications	<p>a. Access to team and team based activity</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <p>a.1. establishing plans</p> <p>a.2. describing consequences</p> <p>a.3. completing tasks</p> <p>a.4. identifying improvements</p> <p>a.5. applying safety precautions relevant to the task</p> <p>b. Contributes to teamwork planning, including setting objectives, time-lines and evaluating outcomes of the project</p> <p>c. Shows evidence of application of relevant workplace procedures including</p> <p>c.1. hazard policies and procedures including Codes of Practice</p> <p>c.2. issue resolution procedures</p> <p>c.3. job procedures and work instructions</p> <p>c.4. relevant guidelines relating to the use of equipment</p> <p>c.5. quality assurance procedures (where existing)</p> <p>c.6. security procedures</p> <p>c.7. following recognised housekeeping processes</p> <p>c.8. waste, pollution and recycling management processes</p> <p>d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</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 completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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	1	2	2



**DESCRIPTION:**

Leading, participating in, facilitating and empowering work teams/groups within the enterprise

ELEMENT	PERFORMANCE CRITERIA
1. Participate in team/group planning	<ul style="list-style-type: none"> <li>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</li> <li>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</li> <li>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</li> </ul>
2. Manage and develop team/group performance	<ul style="list-style-type: none"> <li>a. Task activities are assigned to team/group members based on their areas of competence and expertise and their availability</li> <li>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</li> <li>c. Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures</li> </ul>
3. Participate in and facilitate the work team/group	<ul style="list-style-type: none"> <li>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</li> <li>b. Individuals and teams/groups are actively encouraged to take individual and joint responsibility</li> </ul>
4. Document and review work team/group tasks	<ul style="list-style-type: none"> <li>a. All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturer's and enterprise requirements</li> <li>b. The outcomes of the team's/group's task activities is compared with the planned objectives, task instructions and specifications to ensure all requirements have been met</li> </ul>

## Range of Variables

### LEAD WORK GROUP OR TEAM

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### LEAD WORK TEAM OR GROUP

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <p>a.1. apply leadership skills to the completion of work team projects</p> <p>a.2. apply techniques to encourage appropriate participation of team/group members</p> <p>a.3. identify requirements of tasks and organise planning, job completion and evaluation stages</p> <p>a.4. locate, interpret and apply relevant information</p> <p>a.5. provide customer/client service and work effectively with others</p> <p>a.6. convey information in written and oral form</p> <p>a.7. maintain workplace records</p> <p>a.8. allocate tasks considering work and individual development requirements</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <p>a.1. focus of operation of work systems, equipment, management and site operating systems</p> <p>a.2. enterprise business policies and plans</p> <p>a.3. competencies and development opportunities for individuals in the team/group</p> <p>a.4. application of relevant industrial and legislative requirements</p> <p>a.5. coaching and mentoring approaches</p> <p>a.6. enterprise policies and procedures for accessing staff training and development activities</p>
4. Resource implications	<p>a. Operational team or group, projects requiring execution</p>
5. Consistency in performance may include	<p>a. Application of knowledge and skills to planning of group or team work including when</p> <p>a.1. establishing plans</p> <p>a.2. describing consequences</p> <p>a.3. completing tasks</p> <p>a.4. identifying improvements</p> <p>a.5. applying safety precautions relevant to the task</p> <p>b. Shows evidence of application of relevant workplace procedures including</p> <p>b.1. hazard policies and procedures including Codes of Practice</p> <p>b.2. issue resolution procedures</p> <p>b.3. job procedures and work instructions</p> <p>b.4. quality assurance procedures (where existing)</p> <p>b.5. security procedures</p> <p>b.6. Action taken promptly-accidents and incidents reported following enterprise procedures</p> <p>c. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>d. Work completed systematically with attention to detail</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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

Unit TDT G4 98A UNDERTAKE WORKPLACE ORIENTATION

Field G Teamwork

**DESCRIPTION:**

Knowledge and skills required to apply workplace procedures to work conduct

ELEMENT	PERFORMANCE CRITERIA
1. Identify major zones of the workplace, in terms of functions, organisational structures & occupation	<ul style="list-style-type: none"> <li>a. Layout of the workplace, the flow of goods and the work activities conducted in each zone are identified</li> <li>b. Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined</li> <li>c. The types of storage facilities in the workplace, their purpose and (any) risk factors attached to them is identified</li> <li>d. Equipment and technology used in the workplace is outlined in terms of function and physical characteristics</li> <li>e. Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties</li> </ul>
2. Apply ethical practices	<ul style="list-style-type: none"> <li>a. Workplace procedures, regulations and legislation appropriate to the position are identified and followed</li> <li>b. Commitments and undertakings to clients, colleagues and supervisors are met</li> <li>c. Required confidentiality is maintained</li> <li>d. Appropriate codes of acceptable and ethical work practices are applied</li> <li>e. Workplace security policies are identified including the relationship to personal job role</li> </ul>
3. Receive and act constructively on personal feedback	<ul style="list-style-type: none"> <li>a. Suggestions on ways to improve work are sought regularly from appropriate personnel</li> <li>b. Feedback is acted upon as required to improve work performance</li> </ul>



## UNDERTAKE WORKPLACE ORIENTATION

VARIABLE	SCOPE
1. Workplace context 3.	a. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials b. Work normally performed under general supervision c. Customers may be internal or external d. Operations conducted day or night, on or off base site e. Hazards may include: 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: 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 f.7. local government authorities
2. Sources of information / documents may include but are not limited to:	a. Operations manuals b. Induction documentation c. Competency standards and training materials d. Job specifications and procedures e. Manufacturer's specifications f. HAZCHEM codes and dangerous/hazardous goods g. Workplace operating procedures and policies h. Supplier and/or client instructions i. Materials safety data sheets j. Communications technology equipment, oral, aural or signed communications k. Work procedures and practices l. Conditions of service, legislation and industrial agreements including: l.1. workplace agreements and awards l.2. occupational health & safety procedures m. Applicable State, Territory, Commonwealth legislation and regulations which relate to: m.1. Occupational Health & Safety regulations and legislation m.2. Workplace Relations Act(s) m.3. Workers Compensation m.4. Licensing requirements for driving and carrying particular classes of goods m.5. Dangerous goods m.6. Environment Protection Legislation m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation m.8. Traffic Acts n. Standards and certification requirements o. Quality assurance procedures p. Emergency procedures
3. Unit specific factors	a. Work may involve courier deliveries, related clerical, packing and or load shifting activities

**UNDERTAKE WORKPLACE ORIENTATION**

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. Communicate effectively in writing</li> <li>a.2. responds appropriately to telephone and verbal inquiries</li> <li>a.3. explain the purpose and requirements of the customers needs and the impact of that relationship to industry, company structure, business systems, environment, legal and government requirements</li> <li>a.4. identify workplace structure and services, roles and responsibilities of the individual's authority system and contacts</li> <li>a.5. describe workplace operating principles and requirements for workplace documentation</li> <li>a.6. describe employer and employee obligations under award, employment contract, occupational health and safety and other legislation in relation to engagement, working times and conditions, dismissal and discipline</li> <li>a.7. identify enterprise products and services</li> <li>a.8. use appropriate communication strategies and equipment</li> <li>a.9. locate, interpret and apply relevant information</li> <li>a.10. maintain workplace records and documentation</li> <li>a.11. identify and safely handle equipment and goods</li> <li>a.12. apply hierarchy of control</li> <li>a.13. use where necessary safety precautions appropriate to the task</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. implications of Occupational Health &amp; Safety legislation and codes of practice permit and licence requirements</li> <li>a.2. operational procedures for</li> <li>a.3. company work procedures</li> <li>a.4. requirements of courier work systems/operations and relevant equipment</li> <li>a.5. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures</li> <li>a.7. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	<p>a. Access to workplace structure and policy</p>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Maintains confidentiality of customers, clients and materials carried</li> <li>c. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate</li> <li>d. Work consistently shows the application of knowledge and skills when:             <ul style="list-style-type: none"> <li>d.1. establishing plans</li> <li>d.2. describing consequences</li> <li>d.3. completing tasks</li> <li>d.4. identifying improvements</li> <li>d.5. applying safety precautions relevant to the task</li> </ul> </li> <li>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>f. Effectively negotiates to resolve issues and problems</li> <li>g. Uses organisational structures effectively to complete work operations</li> <li>h. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>i. Shows evidence of application of relevant workplace procedures including:             <ul style="list-style-type: none"> <li>i.1. codes of practice, hazard policies and procedures</li> <li>i.2. issue resolution procedures</li> <li>i.3. job procedures and work instructions</li> <li>i.4. guidelines relating to the safe use of equipment</li> <li>i.5. quality assurance procedures (where existing)</li> <li>i.6. security procedures</li> <li>i.7. housekeeping processes</li> <li>i.8. waste, pollution and recycling management processes</li> </ul> </li> <li>j. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>k. Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery</li> </ul>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated work environment</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	2	1	1	1	1

**DESCRIPTION:**

Skills and knowledge required to lead, participate in and facilitate the empowerment of work teams/groups; motivate, mentor, coach and develop team members; achieve team cohesion. (Frontline Management Unit)

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

## Range of Variables

### PARTICIPATE IN, LEAD AND FACILITATE WORK TEAMS

VARIABLE	SCOPE
1. Workplace context 4.	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1. other employees and supervisors</li> <li>b.2. customers and suppliers</li> <li>b.3. management and union representatives</li> <li>b.4. industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of: 5.	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1. enterprise policies and procedures</li> <li>a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3. quality assurance procedures (where existing)</li> <li>a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>b. Relevant agreements, codes of practice and other legislative requirements</li> <li>c. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>h.1. workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:               <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>i.2. Workplace Relations</li> <li>i.3. Workers Compensation</li> <li>i.4. Hazardous substances and dangerous goods</li> <li>i.5. Environment Protection</li> <li>i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Teams may be new or long established, within a functional area or drawn from across the organisation</li> <li>b. Team membership may be changing on a regular basis or evolving within the overall context of change within the enterprise</li> </ul>

**PARTICIPATE IN, LEAD AND FACILITATE WORK TEAMS**

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>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</p> <p>a.2. manage own work to achieve organisational goals and required results</p> <p>a.3. provide clear direction when devolving responsibility and accountability</p> <p>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</p> <p>a.5. apply techniques to encourage appropriate participation of team / group members in networking with other teams/groups for mutual benefit</p> <p>a.6. research, interpret and apply relevant information</p> <p>a.7. provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of systems, resources, management and workplace operating systems</p> <p>a.2. mechanisms to encourage team decision making, reward and support team achievement</p> <p>a.3. coaching and mentoring approaches to support team members to share knowledge and skills</p> <p>a.4. enterprise business policies and plans including procedures for training and assessment selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	<p>a. Work team, work environment, business procedures</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in any service provision or design</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently considers when allocating tasks :</p> <p>f.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</p> <p>f.2. enterprise policies including issue resolution and grievance procedures</p> <p>f.3. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</p> <p>g. Arranges to achieve goals and results</p> <p>h. Uses consultative approaches to implement and evaluate work projects and processes</p> <p>i. Organisational performance is improved through participation of all team members</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines</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	2

Unit TDT I1 97B CO-ORDINATE QUALITY CUSTOMER SERVICE

Field I Customer Service

**DESCRIPTION:**

Knowledge and skills required to ensure that the planning and delivery of products and services are consistent with standards agreed to by the company and its customers

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

## Range Of Variables

### COORDINATE QUALITY CUSTOMER SERVICE

VARIABLE	SCOPE
1. Workplace context 6.	<ul style="list-style-type: none"> <li>a. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night, on or off base site</li> <li>e. Hazards may include:               <ul style="list-style-type: none"> <li>e.1. vehicular traffic and pedestrians</li> <li>e.2. uneven ground, steps, road surfaces</li> <li>e.3. dust and vapours</li> <li>e.4. hazardous or dangerous materials</li> <li>e.5. humidity, air temperature and radiant heat</li> <li>e.6. light including UV</li> <li>e.7. noise</li> </ul> </li> <li>f. Consultative processes may involve:               <ul style="list-style-type: none"> <li>f.1. clients</li> <li>f.2. other employees and supervisors</li> <li>f.3. management</li> <li>f.4. union representatives</li> <li>f.5. industrial relations, Occupational Health and Safety specialists</li> <li>f.6. other professional or technical staff</li> <li>f.7. local government authorities</li> </ul> </li> </ul>
2. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> <li>a. Operations manuals</li> <li>b. Induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Job specifications and procedures</li> <li>e. Manufacturer's specifications</li> <li>f. HAZCHEM codes and dangerous/hazardous goods</li> <li>g. Workplace operating procedures and policies</li> <li>h. Supplier and/or client instructions</li> <li>i. Materials safety data sheets</li> <li>j. Communications technology equipment, oral, aural or signed communications</li> <li>k. Work procedures and practices</li> <li>l. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>l.1. workplace agreements and awards</li> <li>l.2. occupational health &amp; safety procedures</li> </ul> </li> <li>m. Applicable State, Territory, Commonwealth legislation and regulations which relate to:               <ul style="list-style-type: none"> <li>m.1. Occupational Health &amp; Safety regulations and legislation</li> <li>m.2. Workplace Relations Act(s)</li> <li>m.3. Workers Compensation</li> <li>m.4. Licensing requirements for driving and carrying particular classes of goods</li> <li>m.5. Dangerous goods</li> <li>m.6. Environment Protection Legislation</li> <li>m.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> <li>m.8. Traffic Acts</li> </ul> </li> <li>n. Standards and certification requirements</li> <li>o. Quality assurance procedures</li> <li>p. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Work involves coordinating workplace policies for the provision of customer service including level of service provision, scheduling and delivery</li> </ul>

## COORDINATE QUALITY CUSTOMER SERVICE

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>a.1. manage work to achieve desired required outcomes</li> <li>a.2. operate within budget(s)</li> <li>a.3. identify means to improve service to customers</li> <li>a.4. consult appropriately to introduce (any) required improvements to customer service provision</li> <li>a.5. use information management systems</li> <li>a.6. provide customer/client service and work effectively with colleagues</li> <li>a.7. adapt customer service implementation systems to particular purposes</li> <li>a.8. support group members to implement improved customer service</li> <li>a.9. communicate effectively in writing</li> <li>a.10. respond appropriately to telephone and verbal inquiries</li> <li>a.11. use appropriate communication strategies and equipment</li> <li>a.12. locate, interpret and apply relevant information</li> <li>a.13. maintain workplace records and documentation</li> <li>a.14. identify and safely handle equipment and goods</li> <li>a.15. apply hierarchy of control</li> <li>a.16. use where necessary safety precautions appropriate to the task</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. identification of customer and market characteristics</li> <li>a.2. identification of the role of customer service in company profitability</li> <li>a.3. company work procedures</li> <li>a.4. requirements of courier work systems/operations and relevant equipment</li> <li>a.5. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.6. identification and correct use of equipment, processes and procedures</li> <li>a.7. planning own work including predicting consequences and identifying improvements</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to customer service situations, policies and staff involved in both internal and external customer service</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Maintains confidentiality of customers, clients and materials carried</li> <li>c. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate</li> <li>d. Customer service provisions are known and applied by staff</li> <li>e. Quality customer service provision operate through the relevant work group(s)</li> <li>f. Effectively negotiates to resolve issues and problems</li> <li>g. Uses organisational structures effectively to complete work operations</li> <li>h. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>i. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>i.1. codes of practice, hazard policies and procedures</li> <li>i.2. issue resolution procedures</li> <li>i.3. job procedures and work instructions</li> <li>i.4. guidelines relating to the safe use of equipment</li> <li>i.5. quality assurance procedures (where existing)</li> <li>i.6. security procedures</li> <li>i.7. housekeeping processes</li> <li>i.8. waste, pollution and recycling management processes</li> </ul> </li> <li>j. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>k. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>l. Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

### 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



Unit TDT I2 97B APPLY CUSTOMER SERVICE SKILLS

Field I Customer Service

**DESCRIPTION:**

**Basic knowledge and skills to deal with internal and external customer inquiries in a transport and distribution environment**

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

## Range Of Variables

### APPLY CUSTOMER SERVICE SKILLS

VARIABLE	SCOPE
1. Workplace context 7.	<ul style="list-style-type: none"> <li>a. This unit covers work within the Transport and Distribution industry</li> <li>b. Work is performed under supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Requirements for work may include:               <ul style="list-style-type: none"> <li>f.1. site restrictions and procedures</li> <li>f.2. use of safety and personal protection equipment</li> <li>f.3. communications equipment</li> <li>f.4. hours of operation</li> <li>f.5. security procedures</li> <li>f.6. relevant regulations</li> </ul> </li> <li>g. Consultative processes may involve:               <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. suppliers, potential customers and existing clients</li> <li>g.3. relevant authorities</li> <li>g.4. management and union representatives</li> <li>g.5. Occupational Health and Safety specialists,</li> <li>g.6. other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:               <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
3. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Applicable State, Territory, Commonwealth legislation and regulations which relate to:               <ul style="list-style-type: none"> <li>h.1. Occupational Health &amp; Safety regulations and legislation</li> <li>h.2. Privacy and Confidentiality Legislation</li> <li>h.3. Freedom of Information</li> <li>h.4. Environment Protection Legislation</li> <li>h.5. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>i. standards and certification requirements</li> <li>j. quality assurance procedures</li> <li>k. emergency procedures</li> <li>l. customer service manuals</li> </ul>
4. Unit specific context	<ul style="list-style-type: none"> <li>a. Applies to all transport and distribution environments</li> </ul>

## Evidence Guide

### APPLY CUSTOMER SERVICE SKILLS

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. analyse process functions and problems</li> <li>a.2. apply customer service policies and procedures</li> <li>a.3. use appropriate workplace language and communication technologies</li> <li>a.4. locate, interpret and apply relevant information</li> <li>a.5. maintain workplace records</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	a. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> <li>a.1. Products, services and / or operations</li> <li>a.2. Customer service policies and procedures</li> <li>a.3. Anti-discrimination legislation</li> <li>a.4. Questioning skills</li> <li>a.5. Telephone techniques</li> <li>a.6. Writing of simple reports and records of enquiries</li> <li>a.7. Complaint handling</li> <li>a.8. Interpersonal communication</li> </ul>
4. Resource implications	a. Access to customer service situations for both internal and external workplace operations
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>c. Shows evidence of application of relevant workplace procedures including:                 <ul style="list-style-type: none"> <li>c.1. hazard policies and procedures</li> <li>c.2. issue resolution procedures</li> <li>c.3. customer service skills</li> <li>c.4. job procedures and work instructions</li> <li>c.5. guidelines relating to the safe use of machinery and equipment</li> <li>c.6. quality assurance procedures (where existing)</li> <li>c.7. privacy, confidentiality and security procedures</li> <li>c.8. housekeeping processes</li> <li>c.9. waste, pollution and recycling management processes</li> </ul> </li> <li>d. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	a. Assessment may occur on the job or in an industry-approved simulated work environment

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:**

Skills and knowledge required to promote and explain enterprise products and services to internal and external customers including sales and service advice and information specifications of products

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

## Range of Variables

### MARKET SERVICES AND PRODUCTS TO CLIENTS

VARIABLE	SCOPE
1. Workplace context 8.	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1. other employees and supervisors</li> <li>b.2. customers and suppliers</li> <li>b.3. management and union representatives</li> <li>b.4. industrial relations, Occupational Health and Safety specialists</li> <li>b.5. other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of: 9.	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1. enterprise policies and procedures</li> <li>a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3. quality assurance procedures (where existing)</li> <li>a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>b. Relevant agreements, codes of practice and other legislative requirements</li> <li>c. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>h.1. workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:               <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>i.2. Workplace Relations</li> <li>i.3. Workers Compensation</li> <li>i.4. Hazardous substances and dangerous goods</li> <li>i.5. Environment Protection</li> <li>i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Quality assurance procedures</li> <li>m. m. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Products may be existing or potential</li> <li>b. Clients may be internal or external</li> </ul>

## Evidence Guide

### MARKET SERVICES AND PRODUCTS TO CLIENTS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. manage sales of products and services to achieve business goals and key performance indicators</p> <p>a.2. use product and market knowledge to improve services and work processes</p> <p>a.3. develop and maintain positive, professional relationships with customers</p> <p>a.4. mediate and resolve issues involving customers maximising positive outcomes for the organisation and the customer</p> <p>a.5. maintain workplace records and appropriate statistical data</p> <p>a.6. develop relationships with clients and potential clients to assist in achieving goals/results</p> <p>a.7. locate, interpret and apply relevant information to assist clients to identify relevant products and services</p> <p>a.8. communicate effectively in writing and orally to explain business services</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. identify improvements to services, resource allocation and use</p> <p>a.2. strategies to implement continuous improvement processes</p> <p>a.3. requirements for compliance with legislation and regulations</p> <p>a.4. planning including predicting consequences and identifying improvements</p> <p>a.5. enterprise business policies and procedures relevant to the area of work</p> <p>a.6. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. Potential and existing client base, products and services for sale
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Demonstrates consistency of performance over time and in a range of contexts</p> <p>c. Maintaining confidentiality of customers, clients and materials carried</p> <p>d. Modifying work practices to cater for variations in workplace contexts and environments</p> <p>e. Work consistently shows the application of logical planning and management</p> <p>f. Effectively negotiates to resolve issues and problems</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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

Unit TDT J1 97A APPLY QUALITY PROCEDURES

Field J Quality

**DESCRIPTION:**

Basic knowledge and skills to apply quality procedures to workplace tasks

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

## Range of Variables

### APPLY QUALITY PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under limited or minimum supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Codes of Practice</li> <li>b. Legislation and Regulations</li> <li>c. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>d. Standards and certification requirements</li> <li>e. Quality assurance procedures</li> <li>f. Enterprise policies</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes involving               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>



## Evidence Guide

### APPLY QUALITY PROCEDURES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>a.7. follow quality assurance procedures</li> <li>a.8. recommend improvements to work systems</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. modifying activities dependant on differing workplace contexts and environment</li> <li>a.7. quality improvement procedures</li> </ul>
4. Resource implications	<p>a. Access to quality assurance procedures and work function appropriate for the procedures.</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> <p>b. Quality assurance procedures identified and followed in all aspects of job function and operations</p> <p>c. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>c.1. hazard policies and procedures including Codes of Practice</li> <li>c.2. issue resolution procedures</li> <li>c.3. job procedures and work instructions</li> <li>c.4. relevant guidelines relating to the use of equipment</li> <li>c.5. quality assurance procedures (where existing)</li> <li>c.6. security procedures</li> <li>c.7. following recognised housekeeping processes</li> <li>c.8. waste, pollution and recycling management processes</li> </ul> <p>d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</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 completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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	2	1	1	1	1



**DESCRIPTION:**

Basic knowledge and skills to undertake individual and team based quality improvement activities in the workplace

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

## Range of Variables

### APPLY QUALITY SYSTEMS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> <li>b.4. AS/NZISO Standards or other Quality Standards.</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### APPLY QUALITY SYSTEMS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. modifying activities dependant on differing workplace contexts and environment</li> <li>a.7. interpersonal communication skills</li> <li>a.8. team skills</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to quality assurance procedures and work situations for application of procedures</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> <li>a.6. applying quality system procedures</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the use of equipment</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with statutory requirements and enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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:**

**Skills and knowledge required to apply control procedures within grain storage facilities**

ELEMENT	PERFORMANCE CRITERIA
11. Prepare for application of pest control measures	<ul style="list-style-type: none"> <li>m. Legal and enterprise requirements for fumigation are followed in accordance with work order</li> <li>n. Fumigation/spray application requirements are followed using silo and grain storage information to manufacturer's instructions</li> <li>o. Written records are confirmed by site measurements and observations</li> <li>p. Access and site specific safety requirements to meet legislation and enterprise instructions are determined</li> <li>q. Equipment is checked for conformance to enterprise requirements and manufacturer's specifications</li> <li>r. Where applicable, storage is checked for gas proofing in accordance with manufacturer's and enterprise instructions prior to fumigation</li> </ul>
12. Apply pest control measures	<ul style="list-style-type: none"> <li>a. Personal protective equipment and engineering controls are used as instructed</li> <li>b. Fumigant and spray applications are applied in accordance with manufacturer's and enterprise instructions</li> <li>c. Warning signs are placed to legislative and enterprise requirements</li> <li>d. Application is monitored to ensure effectiveness of operation</li> <li>e. Empty fumigant containers are returned to the manufacturer, retailer or disposed of to legislative and enterprise requirements</li> <li>f. Baits are prepared to legislation, and manufacturer's instructions</li> <li>g. Baits are placed in accordance with site requirements and manufacturer's instructions</li> </ul>
13. Ventilate fumigated storages	<ul style="list-style-type: none"> <li>a. Ventilation of storage area is commenced prior to outloading or at the request of operational personnel</li> <li>b. Ventilation appropriate for the storage type is implemented to enterprise procedures</li> <li>c. Tests are made to ensure fumigant has been dispersed and results forwarded to appropriate personnel</li> <li>d. Warning signs and emergency equipment are removed following authorisation from appropriate personnel</li> <li>e. Authorisation from designated personnel is sought prior entry into fumigated areas</li> </ul>
14. Maintain records	<ul style="list-style-type: none"> <li>a. Application(s) of pest control measures are recorded and stored to legislative and enterprise requirements</li> <li>b. Operations and results are reported in accordance with enterprise requirements</li> </ul>

## Range of Variables

### APPLY GRAIN PROTECTION MEASURES

VARIABLE	SCOPE
12. Workplace context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in Transport, Distribution and related industries</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Requirements for work may include:               <ul style="list-style-type: none"> <li>f.1. site restrictions and procedures</li> <li>f.2. use of safety and personal protection equipment</li> <li>f.3. communications/recording equipment</li> <li>f.4. authorities and permits</li> <li>f.5. emergency procedures</li> </ul> </li> <li>g. Consultative processes may involve:               <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. suppliers, potential customers and existing clients</li> <li>g.3. management and union representatives</li> <li>g.4. Occupational Health and Safety specialists</li> <li>g.5. maintenance, professional or technical staff</li> </ul> </li> </ul>
13. Sources of information / documents may include	<ul style="list-style-type: none"> <li>r. Operations manuals, job specifications and procedures</li> <li>s. Induction documentation</li> <li>t. Competency standards and training materials</li> <li>u. Manufacturer's specifications and instructions</li> <li>v. Materials safety data sheets</li> <li>w. Workplace operating procedures and policies</li> <li>x. Supplier and/or client instructions</li> <li>y. Australian and International standards, criteria and certification requirements</li> <li>z. Communications technology equipment, oral, aural or signed communications</li> <li>aa. Occupational health &amp; safety procedures</li> <li>bb. Dangerous goods and hazardous substances</li> <li>cc. Legislation regarding use of fumigants/poisons</li> <li>dd. Environment Protection Legislation</li> <li>ee. Standards and certification requirements</li> <li>ff. Quality assurance procedures</li> <li>gg. Emergency procedures</li> </ul>
14. Unit specific factors	<ul style="list-style-type: none"> <li>r. Pest control activities include spraying, baiting and using controlled fumigants</li> <li>s. Fumigation inert gas may be for the purposes of treating identified pests or for meeting grain quality standards</li> <li>t. Pest control agents are to be used in accordance with relevant Commonwealth, State or Territory legislature</li> </ul>



## Evidence Guide

### APPLY GRAIN PROTECTION MEASURES

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills in relation to:               <ul style="list-style-type: none"> <li>a.1. pest control application procedures and measures</li> <li>a.2. receipt, storage, transport and use of chemicals</li> <li>a.3. operation of pest control and chemical detection equipment</li> <li>a.4. legislative requirements for using chemical pest control agents</li> <li>a.5. selection of appropriate equipment</li> <li>a.6. correct handling techniques</li> <li>a.7. use of appropriate communication strategies and equipment</li> <li>a.8. locating, interpreting and applying relevant information</li> <li>a.9. maintaining enterprise records and documentation</li> </ul> </li> </ul>
8. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
9. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. emergency response procedures</li> <li>a.4. storage and safe handling procedures</li> <li>a.5. environmental control and disposal activities</li> <li>a.6. identification and correct use of equipment(including PPE), processes and procedures</li> <li>a.7. planning own work including predicting consequences and identifying improvements</li> <li>a.8. computer skills</li> <li>a.9. commodity types, varieties and grades</li> <li>a.10. pest identification</li> </ul> </li> </ul>
10. Resource implications	<ul style="list-style-type: none"> <li>a. Access to:               <ul style="list-style-type: none"> <li>a.1. pest control equipment and chemicals</li> <li>a.2. enterprise procedures and statutory requirements</li> <li>a.3. storage facilities and various grain types</li> <li>a.4. records maintenance systems</li> </ul> </li> </ul>
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
12. Context for assessment	<ul style="list-style-type: none"> <li>b. Assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

**Skills and knowledge required to monitor the quality of stored grains within temporary and permanent grain storage facilities**

ELEMENT	PERFORMANCE CRITERIA
1. Install grain quality control equipment	<ul style="list-style-type: none"> <li>a. Procedures for maintaining the quality of stored grain are identified from work plans and considering climatic conditions, types of storage and general environment</li> <li>b. Aeration equipment (where required), is installed to enterprise and site requirements to maintain appropriate grain temperature and moisture content</li> <li>c. Inspection/sampling equipment and procedures are confirmed and implemented in accordance with enterprise procedures</li> <li>d. Equipment is checked to ensure correct set-up and operation</li> <li>e. Equipment is maintained in accordance with enterprise requirements and manufacturers instructions</li> <li>f. Rectification of faults in equipment are undertaken in accordance with enterprise procedures</li> </ul>
2. Monitor the quality of stored commodities	<ul style="list-style-type: none"> <li>a. Stored commodities and associated facilities are inspected for signs of damage or potential for damage</li> <li>b. Required repairs to facilities are reported to appropriate personnel for action</li> <li>c. Monitoring for pest infestations and climatic contamination/damage to grain is regularly completed to enterprise sampling/inspection procedures</li> <li>d. Results of sampling/inspections are recorded and reported in accordance with enterprise procedures</li> <li>e. Follow-up action to protect grain quality is undertaken in accordance with enterprise procedures</li> </ul>

## IMPLEMENT GRAIN MONITORING MEASURES

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in Transport, Distribution and related industries</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Requirements for work may include:                             <ul style="list-style-type: none"> <li>f.1. site restrictions and procedures</li> <li>f.2. licensing requirements</li> <li>f.3. use of safety and personal protection equipment</li> <li>f.4. communications/recording equipment</li> <li>f.5. authorities and permits</li> <li>f.6. emergency procedures</li> </ul> </li> <li>g. Consultative processes may involve:                             <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. manufacturers of pesticides</li> <li>g.3. suppliers, potential customers and existing clients</li> <li>g.4. management and union representatives</li> <li>g.5. Occupational Health and Safety specialists</li> <li>g.6. maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Operations manuals, job specifications and procedures</li> <li>b. Induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications and instructions</li> <li>e. Materials safety data sheets</li> <li>f. Workplace operating procedures and policies</li> <li>g. Supplier and/or client instructions</li> <li>h. Australian and International standards, criteria and certification requirements</li> <li>i. Communications technology equipment, oral, aural or signed communications</li> <li>j. Occupational health &amp; safety procedures</li> <li>k. Dangerous goods and hazardous substances</li> <li>l. Legislation regarding use of fumigants/poisons</li> <li>m. Environment Protection Legislation</li> <li>n. Standards and certification requirements</li> <li>o. Quality assurance procedures</li> <li>p. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Inspection/sampling processes may include: turning, visual inspection, hand sampling, grain sieves, probes and spears, trapping</li> <li>b. Problems identified in commodities and facilities may include: presence of water or water damage, presence and activity of pests, dead vertebrate pests in stored grain, damage or deterioration of storage facility, storm damage, inappropriate grain temperature and moisture levels</li> <li>c. Types of storage and environment may include: permanent and/or temporary storage, fixed and/or portable commodity handling equipment, site buildings, haulage vehicles, rail loops, walkways and access points in buildings and facilities, site surroundings</li> <li>d. Grain aeration involves the set up, maintenance, operational control and dismantling of equipment</li> </ul>

## Evidence Guide

### IMPLEMENT GRAIN MONITORING MEASURES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills in relation to:</p> <ul style="list-style-type: none"> <li>a.1. sampling of grains/commodities</li> <li>a.2. inspection of commodities and facilities</li> <li>a.3. selection of appropriate equipment and work systems</li> <li>a.4. control of grain/commodity quality</li> <li>a.5. set-up, testing, operation, shutdown and dismantling of equipment</li> <li>a.6. use of appropriate communication strategies and equipment</li> <li>a.7. locating, interpreting and applying relevant information</li> <li>a.8. maintaining enterprise records and documentation</li> </ul>
2. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. classification procedures</li> <li>a.4. emergency response procedures</li> <li>a.5. set-up and maintenance of grain protection equipment</li> <li>a.6. storage and safe handling procedures</li> <li>a.7. environmental control and disposal activities</li> <li>a.8. identification and correct use of equipment, processes and procedures</li> </ul>
4. Resource implications	<p>a. Access to:</p> <ul style="list-style-type: none"> <li>a.1. aeration and sampling/inspection equipment</li> <li>a.2. enterprise procedures and statutory requirements</li> <li>a.3. storage facilities and various grain types</li> <li>a.4. records maintenance systems</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
6. Context for assessment	c. Assessment may occur on the job or in a simulated workplace

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:**

**Skills and knowledge required to undertake product samples, identify and apply testing procedures, interpret test results and report findings.**

ELEMENT	PERFORMANCE CRITERIA
1. Establish specifications and test procedures	<ul style="list-style-type: none"> <li>a. Product quality specifications and required outcomes are read, drawings interpreted and test parameters are identified</li> <li>b. Test methods for each required test parameter are identified and the most efficient test method is noted</li> <li>c. Requirements for testing by personnel external to the work area is identified and appropriate permission is obtained</li> <li>d. Sampling, inspection and testing are conducted in accordance with hazardous substances regulations</li> </ul>
2. Select evidence	<ul style="list-style-type: none"> <li>a. Appropriate conforming and/or non-conforming products, materials and/or waste are selected for testing</li> <li>b. Observations of operators and copies of procedures are collected</li> </ul>
3. Conduct and interpret tests	<ul style="list-style-type: none"> <li>a. Tests are conducted following workplace procedures (including quality procedures) and results are documented</li> <li>b. Emergency procedures are identified and engaged in the event of an incident</li> <li>c. Comparisons of all data collected are made</li> <li>d. Any recommendations are noted and considered for feasibility</li> <li>e. Equipment is maintained in accordance with workplace and manufacturers requirements</li> </ul>
4. Report findings	<ul style="list-style-type: none"> <li>a. Findings of tests are documented</li> <li>b. (Any) potential or existing problems and appropriate recommendations are proposed and reported</li> </ul>

## Range of Variables

### SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

VARIABLE	SCOPE
1. Workplace context 10.	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in the Warehousing, Storage, Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1. other employees and supervisors</li> <li>b.2. customers and suppliers</li> <li>b.3. management</li> <li>b.4. Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> </ul>
3. Work activities require the application of: 11.	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1. enterprise policies and procedures</li> <li>a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3. quality assurance procedures (where existing)</li> <li>a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> <li>a.5. testing procedures</li> </ul> </li> <li>b. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Technical specifications for materials, equipment and testing procedures</li> <li>g. Communications technology equipment, oral, aural or signed communications</li> <li>h. Personal and work area work procedures and practices</li> <li>i. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>i.1. occupational health &amp; safety procedures</li> </ul> </li> <li>j. Applicable State, Territory, Commonwealth legislative framework concerning:               <ul style="list-style-type: none"> <li>j.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>j.2. Hazardous substances and dangerous goods</li> <li>j.3. Environment Protection</li> </ul> </li> <li>k. Standards and certification requirements</li> <li>l. License, Patent or copyright arrangements</li> <li>m. Quality assurance procedures</li> <li>n. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Sampling and testing processes may be conducted as part of enterprise, site or licence requirements</li> <li>b. Sampling and testing processes may be conducted alone or in conjunction with other staff from the enterprise or external personnel</li> <li>c. Procedures relate to quality control including moisture content, goods identification, mass, condition, grade, composition, contamination</li> </ul>

## Evidence Guide

### SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. conduct and complete sampling and testing procedures in accordance with standard operating practice</p> <p>a.2. manage own work to achieve required results</p> <p>a.3. apply sampling and testing techniques to a range of products</p> <p>a.4. use appropriate handling methods</p> <p>a.5. locate, interpret and apply information relevant to the testing and sampling process</p> <p>a.6. provide customer/client service and work effectively with others</p> <p>a.7. accurately report results</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of workplace testing and sampling systems</p> <p>a.2. quality procedures and implementation strategies</p> <p>a.3. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. Appropriate testing and sampling equipment. Processed or raw materials for testing. Relevant documentation
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Tests identify non compliances and recommend processes to improve compliance</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently observes when completing tasks :</p> <p>f.1. requirements of organisational policy and operating procedures and makes appropriate adjustments when authorised</p> <p>f.2. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</p> <p>f.3. incident reporting processes</p> <p>g. Arranges testing and sampling processes and timelines to achieve goals and results</p> <p>h. Uses consultative approaches to implement and evaluate compliance with quality systems</p> <p>i. Organisational performance is improved through qualitative testing systems</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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:**

**Skills and knowledge required to co-ordinate the use of pest control activities using baits, fumigation and/or inert atmosphere operations within grain storage facilities**

ELEMENT	PERFORMANCE CRITERIA
1. Identify required pest control measures	<ul style="list-style-type: none"> <li>a. Stored grain is checked for live or dead pests in accordance with enterprise procedures</li> <li>b. Pest infestation information, including prevalence, type and location, is gleaned from observation</li> <li>c. Actual and potential damage to stored grain is assessed and documented</li> <li>d. Pests causing or likely to cause damage are identified</li> <li>e. Appropriate form of protection and/or pest control is determined to enterprise procedures</li> <li>f. Pest control measures are arranged and/or implemented to enterprise requirements</li> </ul>
2. Prepare for application of pest control measures	<ul style="list-style-type: none"> <li>a. Spray application and inert atmosphere/fumigation requirements and application procedures are confirmed to legislative, enterprise and customer requirements</li> <li>b. Quantity and form of gas/liquid required and exposure period is determined from silo and grain storage information and matched to manufacturer's instructions</li> <li>c. Method of application is determined based on the type of pest to be controlled and site arrangements</li> <li>d. Exposure period is determined from pest(s) to be controlled and storage specifications</li> <li>e. Written records of site are confirmed by site measurements and observations</li> <li>f. Access and site specific safety requirements, including appropriate signage, are coordinated to meet legislation and enterprise procedures</li> <li>g. Equipment and personnel appropriate to the task are organised</li> <li>h. Storage is sealed to manufacturer's and enterprise instructions and appropriately tested as required</li> </ul>
3. Monitor application of pest control measures	<ul style="list-style-type: none"> <li>d. Application is undertaken in accordance with manufacturers instructions, enterprise procedures and regulatory framework</li> <li>e. Suitable emergency equipment and personnel are coordinated on site during fumigation to enterprise instructions</li> <li>f. Selected process is monitored for effectiveness to manufacturer's and enterprise instructions</li> <li>g. Tests are made to determine leakage of gas, and corrective action taken where this exceeds enterprise limits</li> </ul>
4. Ventilate fumigated storages	<ul style="list-style-type: none"> <li>a. Where used, pressure equipment and/or generation equipment are shut down when requested to enterprise procedures</li> <li>b. Ventilation procedures appropriate for the storage type are implemented to enterprise procedures</li> <li>c. Tests to legislative and enterprise instructions are made to ensure gas has been dispersed before personnel are allowed to enter the storage</li> <li>d. Warning signs and emergency equipment are removed when gas has dispersed to safe levels</li> <li>e. Stored grain is checked for evidence of live and dead pests to enterprise requirements</li> <li>f. Empty gas/fumigant containers are returned to the manufacturer, retailer or disposed of to legislative and enterprise requirements</li> </ul>
5. Maintain records	<ul style="list-style-type: none"> <li>a. Records of pest control activities are made and stored to legislative and enterprise requirements</li> <li>b. Pest control operations and results are report to enterprise requirements</li> </ul>



## Range of Variables

### IMPLEMENT GRAIN PROTECTION PROCEDURES

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in Transport, Distribution and related industries</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Requirements for work may include:               <ul style="list-style-type: none"> <li>f.1. site restrictions and procedures</li> <li>f.2. licensing requirements</li> <li>f.3. use of safety and personal protection equipment</li> <li>f.4. communications/recording equipment</li> <li>f.5. authorities and permits</li> <li>f.6. emergency procedures</li> <li>f.7. Consultative processes may involve:                   <ul style="list-style-type: none"> <li>f.8. other employees and supervisors</li> <li>f.9. manufacturers of pesticides</li> <li>f.10. suppliers, potential customers and existing clients</li> <li>f.11. management and union representatives</li> <li>f.12. Occupational Health and Safety specialists</li> <li>f.13. maintenance, professional or technical staff</li> </ul> </li> </ul> </li> </ul>
2. Sources of information / documents may include	<ul style="list-style-type: none"> <li>a. Operations manuals, job specifications and procedures</li> <li>b. Induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications and instructions</li> <li>e. Materials safety data sheets</li> <li>f. Workplace operating procedures and policies</li> <li>g. Supplier and/or client instructions</li> <li>h. Australian and International standards, criteria and certification requirements</li> <li>i. Communications technology equipment, oral, aural or signed communications</li> <li>j. Occupational health &amp; safety procedures</li> <li>k. Dangerous goods and hazardous substances</li> <li>l. Legislation regarding use of fumigants/poisons</li> <li>m. Environment Protection Legislation</li> <li>n. Standards and certification requirements</li> <li>o. Quality assurance procedures</li> <li>p. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Pest control activities include spraying, baiting using controlled and generally available substances, fumigation and/or inert atmosphere operations</li> <li>b. Fumigation inert gas may be for the purposes of treating identified pests or for meeting grain quality standards</li> <li>c. Application of fumigant inert gas includes the calculation of volumes and weight of stored grain</li> <li>d. Pest control agents are to be used in accordance with relevant Commonwealth, State or Territory legislature</li> </ul>

## Evidence Guide

### IMPLEMENT GRAIN PROTECTION PROCEDURES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills in relation to:</p> <ul style="list-style-type: none"> <li>a.1. pest control planning and application procedures and measures</li> <li>a.2. receipt, storage, transport and use of chemicals</li> <li>a.3. operation of pest control and chemical detection equipment</li> <li>a.4. estimation and calculation of weight and volume of chemicals and stored grains</li> <li>a.5. legislative requirements for using chemical pest control agents</li> <li>a.6. selection of appropriate equipment and work systems</li> <li>a.7. use of appropriate communication strategies and equipment</li> <li>a.8. locating, interpreting and applying relevant information</li> <li>a.9. maintaining enterprise records and documentation</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. classification procedures</li> <li>a.4. emergency response procedures</li> <li>a.5. preparation of grain protection agents</li> <li>a.6. storage and safe handling procedures</li> <li>a.7. environmental control and disposal activities</li> <li>a.8. identification and correct use of equipment, processes and procedures</li> </ul>
4. Resource implications	<p>a. Access to:</p> <ul style="list-style-type: none"> <li>a.1. pest control equipment and chemicals</li> <li>a.2. enterprise procedures and statutory requirements</li> <li>a.3. storage facilities and various grain types</li> <li>a.4. records maintenance systems</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

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:**

Access, input and retrieve data from computer information processing systems

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify computer management information equipment and systems</p>	<p>a. Types of computerised equipment used in the work area are identified</p> <p>b. Functions of equipment, component parts and accessories are identified</p> <p>c. Routine faults in operating systems, software applications and operator errors are identified</p> <p>d. Sources of information on rectifying faults and operating equipment, systems and application are identified</p>
<p>2. Set up and shut down equipment for use</p>	<p>a. Work station equipment is adjusted to meet ergonomic requirements and appropriate posture is used</p> <p>b. Computer is booted, logged on and checked where required for viruses</p> <p>c. Operating manuals and/or help screens for equipment and software are used to inform work practices</p> <p>d. Software packages and accessories for required application are selected and accessed</p> <p>e. Required file and/or data to be accessed is identified</p> <p>f. Files/data are saved prior to shut down</p> <p>g. Shut down procedures for files, applications and equipment are followed</p>
<p>3. Input, retrieve and present files/data</p>	<p>a. Full keyboard and/or mouse is used to input data</p> <p>b. Files are created and/or saved</p> <p>c. Accurate input is confirmed</p> <p>d. Appropriate printers are accessed and print preview facilities used</p> <p>e. Files are transferred from drive to drive within workplace policies and guidelines</p> <p>f. Saved files are accessed through relevant directories</p> <p>g. Information and disk(s) are stored where appropriate</p>

## Range of Variables

### USE COMPUTER APPLICATIONS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> <li>e. Equipment may be used for stock management, information storage, invoicing, payments, manifests or work organisation</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>d. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests, bar codes, goods and container identification</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>h. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>i. Legislation, Regulations and related documentation</li> <li>j. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Marine Orders</li> <li>i. Environmental Protection Legislation</li> <li>j. Emergency Procedures</li> </ul>

## Evidence Guide

### USE COMPUTER APPLICATIONS

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to <ul style="list-style-type: none"> <li>a.1. use computerised information processing equipment, software and operating systems</li> <li>a.2. locate, interpret and apply relevant information</li> <li>a.3. provide customer/client service and work effectively with others</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> </ul>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	a. Displays the following knowledge and skills in terms of job role or function <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of equipment and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures used within context of the job</li> <li>a.6. use of equipment and software appropriate for work role</li> <li>a.7. eye hand coordination.</li> </ul>
4. Resource implications	a. Access to keyboard, software and related work requirements
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when           <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> <li>a.6. saves documents regularly</li> <li>a.7. proof reads for accuracy</li> <li>a.8. uses paper and software processes efficiently.</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including           <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. issue resolution procedures</li> <li>b.3. job procedures and work instructions</li> <li>b.4. relevant guidelines relating to the use of equipment</li> <li>b.5. quality assurance procedures (where existing)</li> <li>b.6. security procedures</li> <li>b.7. following recognised housekeeping processes</li> <li>b.8. waste, pollution and recycling management processes</li> </ul> </li> <li>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

### 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:**

Use computers as part of work processes

ELEMENT	PERFORMANCE CRITERIA
1. Identify computer system and software application for work role	<ul style="list-style-type: none"> <li>a. Computer equipment input system and software are identified</li> <li>b. Applications for warehouse activities of the different computerised equipment and related software are explained</li> <li>c. Equipment is set up for work requirements in accordance with enterprise procedures and manufacturer's guidelines</li> </ul>
2. Input, store and retrieve data	<ul style="list-style-type: none"> <li>a. Data is entered using appropriate signal equipment, keyboard/mouse or other system</li> <li>b. Data is manipulated to suit work requirements and checked for accuracy</li> <li>c. Data is filed and retrieved following enterprise policies</li> </ul>
3. Implement workplace procedures for management and security of data	<ul style="list-style-type: none"> <li>a. Security procedures are followed as required</li> <li>b. Information systems are managed within enterprise procedures and manufacturer's guidelines.</li> </ul>

## Range of Variables

### USE INFO-TECHNOLOGY DEVICES IN THE WORKPLACE

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> <li>e. Equipment may be used for stock management, information storage, invoicing, payments, manifests or work organisation.</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Codes of Practice</li> <li>h. Regulations</li> <li>i. Award, Enterprise Bargaining Agreement other agreed industrial arrangements</li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Phone, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>m. Bar codes</li> <li>n. Radio Frequency Devices</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes involving               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### USE INFO- TECHNOLOGY DEVICES IN THE WORKPLACE

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service</li> <li>a.3. work effectively with colleagues</li> <li>a.4. convey information in written and oral form, in forms appropriate for work group members and management</li> <li>a.5. maintain workplace records</li> <li>a.6. promote and monitor continuous improvement processes</li> <li>a.7. encourage participation of others in planning and monitoring activities</li> <li>a.8. identify problems and opportunities</li> <li>a.9. develop employees to achieve required business objectives</li> <li>a.10. Use computerised equipment to input, access and extracting information relevant to work activities</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.3. impact of job on enterprise and individual performance</li> <li>a.4. application of relevant industrial or other legislative requirements</li> <li>a.5. identification and correct use of equipment, processes and procedures</li> <li>a.6. modifying activities dependant on differing workplace contexts and environment</li> <li>a.7. equipment use procedures for fault identification and rectification</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to computerised equipment and work requiring computer operations</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. describing consequences</li> <li>a.3. completing tasks</li> <li>a.4. identifying improvements</li> <li>a.5. applying safety precautions relevant to the task</li> </ul> </li> <li>b. Equipment is maintained and handled to workplace requirements. Work is conducted effectively using appropriate sequences and procedures</li> <li>c. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>c.1. hazard policies and procedures including Codes of Practice</li> <li>c.2. issue resolution procedures</li> <li>c.3. job procedures and work instructions</li> <li>c.4. relevant guidelines relating to the use of equipment</li> <li>c.5. quality assurance procedures (where existing)</li> <li>c.6. security procedures</li> <li>c.7. following recognised housekeeping processes</li> <li>c.8. waste, pollution and recycling management processes</li> </ul> </li> <li>d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>f. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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	2	2



**DESCRIPTION:**

Basic knowledge and skills to effectively work as a member of a group or team

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

## Range of Variables

### WORK EFFECTIVELY WITH OTHERS

VARIABLE	SCOPE
6. General context	<ul style="list-style-type: none"> <li>e. Work is performed under some supervision, generally within a team environment</li> <li>f. Customers may be internal or external</li> <li>g. Enterprises may comprise large, medium or small worksites</li> <li>h. Work may be undertaken in various work environments</li> </ul>
7. Worksite environment may include	<ul style="list-style-type: none"> <li>e. Operations conducted by day or night</li> <li>f. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>g. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>h. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
8. Sources of information/documents may include	<ul style="list-style-type: none"> <li>m. Goods identification numbers and codes</li> <li>n. Manifests, bar codes, goods and container identification</li> <li>o. Manufacturer's specifications</li> <li>p. Enterprise operating procedures and policies</li> <li>q. Supplier and/or client instructions</li> <li>r. Materials safety data sheets</li> <li>s. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>t. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>u. Legislation, Regulations and related documentation</li> <li>v. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>w. Standards and certification requirements</li> <li>x. Quality assurance procedures</li> </ul>
9. Workplace context may include	<ul style="list-style-type: none"> <li>e. Work organisation procedures and practices</li> <li>f. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>f.1. workplace agreements and awards</li> <li>f.2. occupational health &amp; safety</li> <li>f.3. State, Federal or Territory Legislation</li> </ul> </li> <li>g. Teams may be established for special work purposes or normal work teams</li> <li>h. Consultative processes may involve               <ul style="list-style-type: none"> <li>h.1. staff members</li> <li>h.2. management</li> <li>h.3. union representatives</li> <li>h.4. industrial relations, Occupational Health and Safety specialists</li> <li>h.5. other professional or technical staff</li> </ul> </li> </ul>
10. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>k. Occupational Health &amp; Safety</li> <li>l. Workplace Relations</li> <li>m. Workers Compensation</li> <li>n. Water and Road use and license arrangements</li> <li>o. License, Patent or copyright arrangements</li> <li>p. Dangerous goods and air freight regulations</li> <li>q. Export/Import/Quarantine/Bond requirements</li> <li>r. Marine Orders</li> <li>s. Environmental Protection Legislation</li> <li>t. Emergency Procedures</li> </ul>

## Evidence Guide

### WORK EFFECTIVELY WITH OTHERS

7. Critical aspects of evidence to be considered	<p>b. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>b.1. locate, interpret and apply relevant information</li> <li>b.2. provide customer/client service and work effectively with others</li> <li>b.3. convey information in written and oral form</li> <li>b.4. maintain workplace records</li> <li>b.5. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context</li> <li>b.6. follow the designated work plan for the job</li> <li>b.7. operate in a team to complete a work oriented activity</li> <li>b.8. contribute to collective planning, cooperative work and effective outcomes for the activity</li> </ul>
8. Interdependent assessment of units	<p>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
9. Required knowledge and skills	<p>b. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>b.1. site layout</li> <li>b.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>b.3. impact of job on enterprise and individual performance</li> <li>b.4. application of relevant industrial or other legislative requirements</li> <li>b.5. identification and correct use of equipment, processes and procedures</li> <li>b.6. modifying activities dependant on differing workplace contexts and environment</li> <li>b.7. use of appropriate communication strategies including appropriate body language and conservation</li> <li>b.8. providing support to other team members</li> </ul>
10. Resource implications	<p>b. Access to team and team based activity</p>
11. Consistency in performance	<p>g. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>g.1. establishing plans</li> <li>g.2. describing consequences</li> <li>g.3. completing tasks</li> <li>g.4. identifying improvements</li> <li>g.5. applying safety precautions relevant to the task</li> </ul> <p>h. Contributes to teamwork planning, including setting objectives, time-lines and evaluating outcomes of the project</p> <p>i. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>i.1. hazard policies and procedures including Codes of Practice</li> <li>i.2. issue resolution procedures</li> <li>i.3. job procedures and work instructions</li> <li>i.4. relevant guidelines relating to the use of equipment</li> <li>i.5. quality assurance procedures (where existing)</li> <li>i.6. security procedures</li> <li>i.7. following recognised housekeeping processes</li> <li>i.8. waste, pollution and recycling management processes</li> </ul> <p>j. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>k. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>l. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
12. Context for assessment	<p>b. Assessment may occur on the job or in a simulated workplace</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	1	2	2



**DESCRIPTION:**

Leading, participating in, facilitating and empowering work teams/groups within the enterprise

ELEMENT	PERFORMANCE CRITERIA
5. Participate in team/group planning	<ul style="list-style-type: none"> <li>d. 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</li> <li>e. 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</li> <li>f. 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</li> </ul>
6. Manage and develop team/group performance	<ul style="list-style-type: none"> <li>d. Task activities are assigned to team/group members based on their areas of competence and expertise and their availability</li> <li>e. Team/group members are advised on symptoms and effects of fatigue, drugs and alcohol, safe lifting techniques and other Occupational Health and Safety policies</li> <li>f. Performance measures and requirements are agreed upon between team/group members in accordance with enterprise procedures</li> </ul>
7. Participate in and facilitate the work team/group	<ul style="list-style-type: none"> <li>c. 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</li> <li>d. Individuals and teams/groups are actively encouraged to take individual and joint responsibility</li> </ul>
8. Document and review work team/group tasks	<ul style="list-style-type: none"> <li>c. All necessary documentation related to job planning and progress is completed and recorded in accordance with statutory, manufacturer's and enterprise requirements</li> <li>d. The outcomes of the team's/group's task activities is compared with the planned objectives, task instructions and specifications to ensure all requirements have been met</li> </ul>

## Range of Variables

### LEAD WORK GROUP OR TEAM

VARIABLE	SCOPE
6. General context	<ul style="list-style-type: none"> <li>e. Work is performed under some supervision, generally within a team environment</li> <li>f. Customers may be internal or external</li> <li>g. Enterprises may comprise large, medium or small worksites</li> <li>h. Work may be undertaken in various work environments</li> </ul>
7. Worksite environment may include	<ul style="list-style-type: none"> <li>e. Operations conducted by day or night</li> <li>f. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>g. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>h. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
8. Sources of information/documents may include	<ul style="list-style-type: none"> <li>m. Goods identification numbers and codes</li> <li>n. Manifests, bar codes, goods and container identification</li> <li>o. Manufacturer's specifications</li> <li>p. Enterprise operating procedures and policies</li> <li>q. Supplier and/or client instructions</li> <li>r. Materials safety data sheets</li> <li>s. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>t. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>u. Legislation, Regulations and related documentation</li> <li>v. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>w. Standards and certification requirements</li> <li>x. Quality assurance procedures</li> </ul>
9. Workplace context may include	<ul style="list-style-type: none"> <li>d. Work organisation procedures and practices</li> <li>e. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>e.1. workplace agreements and awards</li> <li>e.2. occupational health &amp; safety</li> <li>e.3. State, Federal or Territory Legislation</li> </ul> </li> <li>f. Consultative processes may involve               <ul style="list-style-type: none"> <li>f.1. staff members</li> <li>f.2. management</li> <li>f.3. union representatives</li> <li>f.4. industrial relations, Occupational Health and Safety specialists</li> <li>f.5. other professional or technical staff</li> </ul> </li> </ul>
10. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>k. Occupational Health &amp; Safety</li> <li>l. Workplace Relations</li> <li>m. Workers Compensation</li> <li>n. Water and Road use and license arrangements</li> <li>o. License, Patent or copyright arrangements</li> <li>p. Dangerous goods and air freight regulations</li> <li>q. Export/Import/Quarantine/Bond requirements</li> <li>r. Marine Orders</li> <li>s. Environmental Protection Legislation</li> <li>t. Emergency Procedures</li> </ul>

## Evidence Guide

### LEAD WORK TEAM OR GROUP

7. Critical aspects of evidence to be considered	<p>b. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>b.1. apply leadership skills to the completion of work team projects</li> <li>b.2. apply techniques to encourage appropriate participation of team/group members</li> <li>b.3. identify requirements of tasks and organise planning, job completion and evaluation stages</li> <li>b.4. locate, interpret and apply relevant information</li> <li>b.5. provide customer/client service and work effectively with others</li> <li>b.6. convey information in written and oral form</li> <li>b.7. maintain workplace records</li> <li>b.8. allocate tasks considering work and individual development requirements</li> </ul>
8. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
9. Required knowledge and skills may include	<p>b. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>b.1. focus of operation of work systems, equipment, management and site operating systems</li> <li>b.2. enterprise business policies and plans</li> <li>b.3. competencies and development opportunities for individuals in the team/group</li> <li>b.4. application of relevant industrial and legislative requirements</li> <li>b.5. coaching and mentoring approaches</li> <li>b.6. enterprise policies and procedures for accessing staff training and development activities</li> </ul>
10. Resource implications	b. Operational team or group, projects requiring execution
11. Consistency in performance may include	<p>e. Application of knowledge and skills to planning of group or team work including when</p> <ul style="list-style-type: none"> <li>e.1. establishing plans</li> <li>e.2. describing consequences</li> <li>e.3. completing tasks</li> <li>e.4. identifying improvements</li> <li>e.5. applying safety precautions relevant to the task</li> </ul> <p>f. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>f.1. hazard policies and procedures including Codes of Practice</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. quality assurance procedures (where existing)</li> <li>f.5. security procedures</li> <li>f.6. Action taken promptly-accidents and incidents reported following enterprise procedures</li> </ul> <p>g. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>h. Work completed systematically with attention to detail</p>
12. Context for assessment	b. Assessment may occur on the job or in a simulated workplace

### 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

Unit TDT G4 98A UNDERTAKE WORKPLACE ORIENTATION

Field G Teamwork

**DESCRIPTION:**

Knowledge and skills required to apply workplace procedures to work conduct

ELEMENT	PERFORMANCE CRITERIA
4. Identify major zones of the workplace, in terms of functions, organisational structures & occupation	<ul style="list-style-type: none"> <li>f. Layout of the workplace, the flow of goods and the work activities conducted in each zone are identified</li> <li>g. Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined</li> <li>h. The types of storage facilities in the workplace, their purpose and (any) risk factors attached to them is identified</li> <li>i. Equipment and technology used in the workplace is outlined in terms of function and physical characteristics</li> <li>j. Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties</li> </ul>
5. Apply ethical practices	<ul style="list-style-type: none"> <li>f. Workplace procedures, regulations and legislation appropriate to the position are identified and followed</li> <li>g. Commitments and undertakings to clients, colleagues and supervisors are met</li> <li>h. Required confidentiality is maintained</li> <li>i. Appropriate codes of acceptable and ethical work practices are applied</li> <li>j. Workplace security policies are identified including the relationship to personal job role</li> </ul>
6. Receive and act constructively on personal feedback	<ul style="list-style-type: none"> <li>c. Suggestions on ways to improve work are sought regularly from appropriate personnel</li> <li>d. Feedback is acted upon as required to improve work performance</li> </ul>



## UNDERTAKE WORKPLACE ORIENTATION

VARIABLE	SCOPE
4. Workplace context 12.	<ul style="list-style-type: none"> <li>g. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials</li> <li>h. Work normally performed under general supervision</li> <li>i. Customers may be internal or external</li> <li>j. Operations conducted day or night, on or off base site</li> <li>k. Hazards may include:               <ul style="list-style-type: none"> <li>k.1. vehicular traffic and pedestrians</li> <li>k.2. uneven ground, steps, road surfaces</li> <li>k.3. dust and vapours</li> <li>k.4. hazardous or dangerous materials</li> <li>k.5. humidity, air temperature and radiant heat</li> <li>k.6. light including UV</li> <li>k.7. noise</li> </ul> </li> <li>l. Consultative processes may involve:               <ul style="list-style-type: none"> <li>l.1. clients</li> <li>l.2. other employees and supervisors</li> <li>l.3. management</li> <li>l.4. union representatives</li> <li>l.5. industrial relations, Occupational Health and Safety specialists</li> <li>l.6. other professional or technical staff</li> <li>l.7. local government authorities</li> </ul> </li> </ul>
5. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> <li>q. Operations manuals</li> <li>r. Induction documentation</li> <li>s. Competency standards and training materials</li> <li>t. Job specifications and procedures</li> <li>u. Manufacturer's specifications</li> <li>v. HAZCHEM codes and dangerous/hazardous goods</li> <li>w. Workplace operating procedures and policies</li> <li>x. Supplier and/or client instructions</li> <li>y. Materials safety data sheets</li> <li>z. Communications technology equipment, oral, aural or signed communications</li> <li>aa. Work procedures and practices</li> <li>bb. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>bb.1. workplace agreements and awards</li> <li>bb.2. occupational health &amp; safety procedures</li> </ul> </li> <li>cc. Applicable State, Territory, Commonwealth legislation and regulations which relate to:               <ul style="list-style-type: none"> <li>cc.1. Occupational Health &amp; Safety regulations and legislation</li> <li>cc.2. Workplace Relations Act(s)</li> <li>cc.3. Workers Compensation</li> <li>cc.4. Licensing requirements for driving and carrying particular classes of goods</li> <li>cc.5. Dangerous goods</li> <li>cc.6. Environment Protection Legislation</li> <li>cc.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> <li>cc.8. Traffic Acts</li> </ul> </li> <li>dd. Standards and certification requirements</li> <li>ee. Quality assurance procedures</li> <li>ff. Emergency procedures</li> </ul>
6. Unit specific factors	<ul style="list-style-type: none"> <li>b. Work may involve courier deliveries, related clerical, packing and or load shifting activities</li> </ul>

## UNDERTAKE WORKPLACE ORIENTATION

7. Critical aspects of evidence to be considered	<p>b. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>b.1. Communicate effectively in writing</li> <li>b.2. responds appropriately to telephone and verbal inquiries</li> <li>b.3. explain the purpose and requirements of the customers needs and the impact of that relationship to industry, company structure, business systems, environment, legal and government requirements</li> <li>b.4. identify workplace structure and services, roles and responsibilities of the individual's authority system and contacts</li> <li>b.5. describe workplace operating principles and requirements for workplace documentation</li> <li>b.6. describe employer and employee obligations under award, employment contract, occupational health and safety and other legislation in relation to engagement, working times and conditions, dismissal and discipline</li> <li>b.7. identify enterprise products and services</li> <li>b.8. use appropriate communication strategies and equipment</li> <li>b.9. locate, interpret and apply relevant information</li> <li>b.10. maintain workplace records and documentation</li> <li>b.11. identify and safely handle equipment and goods</li> <li>b.12. apply hierarchy of control</li> <li>b.13. use where necessary safety precautions appropriate to the task</li> </ul>
8. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
9. Required knowledge and skills may include	<p>b. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>b.1. implications of Occupational Health &amp; Safety legislation and codes of practice</li> <li>b.2. permit and licence requirements</li> <li>b.3. operational procedures for</li> <li>b.4. company work procedures</li> <li>b.5. requirements of courier work systems/operations and relevant equipment</li> <li>b.6. application of relevant agreements, codes of practice or other legislative requirements</li> <li>b.7. identification and correct use of equipment, processes and procedures</li> <li>b.8. planning own work including predicting consequences and identifying improvements</li> </ul>
10. Resource implications	b. Access to workplace structure and policy
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>l. Establishes effective working relationships with colleagues</li> <li>m. Maintains confidentiality of customers, clients and materials carried</li> <li>n. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate</li> <li>o. Work consistently shows the application of knowledge and skills when:               <ul style="list-style-type: none"> <li>o.1. establishing plans</li> <li>o.2. describing consequences</li> <li>o.3. completing tasks</li> <li>o.4. identifying improvements</li> <li>o.5. applying safety precautions relevant to the task</li> </ul> </li> <li>p. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>q. Effectively negotiates to resolve issues and problems</li> <li>r. Uses organisational structures effectively to complete work operations</li> <li>s. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>t. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>t.1. codes of practice, hazard policies and procedures</li> <li>t.2. issue resolution procedures</li> <li>t.3. job procedures and work instructions</li> <li>t.4. guidelines relating to the safe use of equipment</li> <li>t.5. quality assurance procedures (where existing)</li> <li>t.6. security procedures</li> <li>t.7. housekeeping processes</li> <li>t.8. waste, pollution and recycling management processes</li> </ul> </li> <li>u. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>v. Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery</li> </ul>
12. Context for assessment	b. Assessment may occur on the job or in a simulated work environment

### 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

Unit TDT G6 98A PARTICIPATE IN, LEAD AND FACILITATE WORK TEAMS

Field G Teamwork

**DESCRIPTION:**

Skills and knowledge required to lead, participate in and facilitate the empowerment of work teams/groups; motivate, mentor, coach and develop team members; achieve team cohesion. (Frontline Management Unit)

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

## Range of Variables

### PARTICIPATE IN, LEAD AND FACILITATE WORK TEAMS

VARIABLE	SCOPE
6. Workplace context 13.	<ul style="list-style-type: none"> <li>f. Work may be undertaken in various work environments in Transport and Distribution Industries</li> <li>g. Consultative processes may involve:               <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. customers and suppliers</li> <li>g.3. management and union representatives</li> <li>g.4. industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>h. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>i. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>j. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
7. Job role context	<ul style="list-style-type: none"> <li>e. Operates under general guidance on progress and outcomes of work</li> <li>f. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>g. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>h. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
8. Work activities require the application of: 14.	<ul style="list-style-type: none"> <li>d. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. enterprise policies and procedures</li> <li>d.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>d.3. quality assurance procedures (where existing)</li> <li>d.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>e. Relevant agreements, codes of practice and other legislative requirements</li> <li>f. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
9. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>n. Quality or enterprise work specifications and procedures</li> <li>o. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>p. Workplace operating procedures and policies</li> <li>q. Supplier and/or client instructions</li> <li>r. Materials safety data sheets</li> <li>s. Communications technology equipment, oral, aural or signed communications</li> <li>t. Personal and work area work procedures and practices</li> <li>u. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>u.1. workplace agreements and awards</li> <li>u.2. occupational health &amp; safety procedures</li> </ul> </li> <li>v. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:               <ul style="list-style-type: none"> <li>v.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>v.2. Workplace Relations</li> <li>v.3. Workers Compensation</li> <li>v.4. Hazardous substances and dangerous goods</li> <li>v.5. Environment Protection</li> <li>v.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>w. Standards and certification requirements</li> <li>x. License, Patent or copyright arrangements</li> <li>y. Quality assurance procedures</li> <li>z. Emergency procedures</li> </ul>
10. Unit specific factors	<ul style="list-style-type: none"> <li>c. Teams may be new or long established, within a functional area or drawn from across the organisation</li> <li>d. Team membership may be changing on a regular basis or evolving within the overall context of change within the enterprise</li> </ul>

**PARTICIPATE IN, LEAD AND FACILITATE WORK TEAMS**

7. Critical aspects of evidence to be considered	b. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> <li>b.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</li> <li>b.2. manage own work to achieve organisational goals and required results</li> <li>b.3. provide clear direction when devolving responsibility and accountability</li> <li>b.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</li> <li>b.5. apply techniques to encourage appropriate participation of team / group members in networking with other teams/groups for mutual benefit</li> <li>b.6. research, interpret and apply relevant information</li> <li>b.7. provide customer/client service and work effectively with others</li> </ul>
8. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role
9. Required knowledge and skills may include	b. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> <li>b.1. focus of operation of systems, resources, management and workplace operating systems</li> <li>b.2. mechanisms to encourage team decision making, reward and support team achievement</li> <li>b.3. coaching and mentoring approaches to support team members to share knowledge and skills</li> <li>b.4. enterprise business policies and plans including procedures for training and assessment selection and appropriate application of technology, information systems and procedures</li> <li>b.5. selection and appropriate application of technology, information systems and procedures</li> </ul>
10. Resource implications	b. Work team, work environment, business procedures
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>j. Establishes effective working relationships with colleagues</li> <li>k. Legislative requirements are met in any service provision or design</li> <li>l. Modifies activities to cater for variations in workplace contexts and environment</li> <li>m. Demonstrates consistency of performance over time and in a range of contexts</li> <li>n. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</li> <li>o. Consistently considers when allocating tasks :                         <ul style="list-style-type: none"> <li>o.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</li> <li>o.2. enterprise policies including issue resolution and grievance procedures</li> <li>o.3. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</li> </ul> </li> <li>p. Arranges to achieve goals and results</li> <li>q. Uses consultative approaches to implement and evaluate work projects and processes</li> <li>r. Organisational performance is improved through participation of all team members</li> </ul>
12. Context for assessment	b. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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

Unit TDT I1 97B CO-ORDINATE QUALITY CUSTOMER SERVICE

Field I Customer Service

**DESCRIPTION:**

Knowledge and skills required to ensure that the planning and delivery of products and services are consistent with standards agreed to by the company and its customers

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

## Range Of Variables

### COORDINATE QUALITY CUSTOMER SERVICE

VARIABLE	SCOPE
4. Workplace context 15.	<ul style="list-style-type: none"> <li>g. This unit covers work of couriers/deliverers/deliverers for the delivery of products, documents and materials</li> <li>h. Work normally performed under general supervision</li> <li>i. Customers may be internal or external</li> <li>j. Operations conducted day or night, on or off base site</li> <li>k. Hazards may include:               <ul style="list-style-type: none"> <li>k.1. vehicular traffic and pedestrians</li> <li>k.2. uneven ground, steps, road surfaces</li> <li>k.3. dust and vapours</li> <li>k.4. hazardous or dangerous materials</li> <li>k.5. humidity, air temperature and radiant heat</li> <li>k.6. light including UV</li> <li>k.7. noise</li> </ul> </li> <li>l. Consultative processes may involve:               <ul style="list-style-type: none"> <li>l.1. clients</li> <li>l.2. other employees and supervisors</li> <li>l.3. management</li> <li>l.4. union representatives</li> <li>l.5. industrial relations, Occupational Health and Safety specialists</li> <li>l.6. other professional or technical staff</li> <li>l.7. local government authorities</li> </ul> </li> </ul>
5. Sources of information / documents may include but are not limited to:	<ul style="list-style-type: none"> <li>q. Operations manuals</li> <li>r. Induction documentation</li> <li>s. Competency standards and training materials</li> <li>t. Job specifications and procedures</li> <li>u. Manufacturer's specifications</li> <li>v. HAZCHEM codes and dangerous/hazardous goods</li> <li>w. Workplace operating procedures and policies</li> <li>x. Supplier and/or client instructions</li> <li>y. Materials safety data sheets</li> <li>z. Communications technology equipment, oral, aural or signed communications</li> <li>aa. Work procedures and practices</li> <li>bb. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>bb.1. workplace agreements and awards</li> <li>bb.2. occupational health &amp; safety procedures</li> </ul> </li> <li>cc. Applicable State, Territory, Commonwealth legislation and regulations which relate to:               <ul style="list-style-type: none"> <li>cc.1. Occupational Health &amp; Safety regulations and legislation</li> <li>cc.2. Workplace Relations Act(s)</li> <li>cc.3. Workers Compensation</li> <li>cc.4. Licensing requirements for driving and carrying particular classes of goods</li> <li>cc.5. Dangerous goods</li> <li>cc.6. Environment Protection Legislation</li> <li>cc.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> <li>cc.8. Traffic Acts</li> </ul> </li> <li>dd. Standards and certification requirements</li> <li>ee. Quality assurance procedures</li> <li>ff. Emergency procedures</li> </ul>
6. Unit specific factors	<ul style="list-style-type: none"> <li>b. Work involves coordinating workplace policies for the provision of customer service including level of service provision, scheduling and delivery</li> </ul>

## COORDINATE QUALITY CUSTOMER SERVICE

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>b. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>b.1. manage work to achieve desired required outcomes</li> <li>b.2. operate within budget(s)</li> <li>b.3. identify means to improve service to customers</li> <li>b.4. consult appropriately to introduce (any) required improvements to customer service provision</li> <li>b.5. use information management systems</li> <li>b.6. provide customer/client service and work effectively with colleagues</li> <li>b.7. adapt customer service implementation systems to particular purposes</li> <li>b.8. support group members to implement improved customer service</li> <li>b.9. communicate effectively in writing</li> <li>b.10. respond appropriately to telephone and verbal inquiries</li> <li>b.11. use appropriate communication strategies and equipment</li> <li>b.12. locate, interpret and apply relevant information</li> <li>b.13. maintain workplace records and documentation</li> <li>b.14. identify and safely handle equipment and goods</li> <li>b.15. apply hierarchy of control</li> <li>b.16. use where necessary safety precautions appropriate to the task</li> </ul> </li> </ul>
8. Interdependent assessment of units	<ul style="list-style-type: none"> <li>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
9. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>b. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>b.1. identification of customer and market characteristics</li> <li>b.2. identification of the role of customer service in company profitability</li> <li>b.3. company work procedures</li> <li>b.4. requirements of courier work systems/operations and relevant equipment</li> <li>b.5. application of relevant agreements, codes of practice or other legislative requirements</li> <li>b.6. identification and correct use of equipment, processes and procedures</li> <li>b.7. planning own work including predicting consequences and identifying improvements</li> </ul> </li> </ul>
10. Resource implications	<ul style="list-style-type: none"> <li>b. Access to customer service situations, policies and staff involved in both internal and external customer service</li> </ul>
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>m. Establishes effective working relationships with colleagues</li> <li>n. Maintains confidentiality of customers, clients and materials carried</li> <li>o. Modifies work practices to cater for variations in workplace contexts and environments and in accordance with company guidelines as appropriate</li> <li>p. Customer service provisions are known and applied by staff</li> <li>q. Quality customer service provision operate through the relevant work group(s)</li> <li>r. Effectively negotiates to resolve issues and problems</li> <li>s. Uses organisational structures effectively to complete work operations</li> <li>t. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>u. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>u.1. codes of practice, hazard policies and procedures</li> <li>u.2. issue resolution procedures</li> <li>u.3. job procedures and work instructions</li> <li>u.4. guidelines relating to the safe use of equipment</li> <li>u.5. quality assurance procedures (where existing)</li> <li>u.6. security procedures</li> <li>u.7. housekeeping processes</li> <li>u.8. waste, pollution and recycling management processes</li> </ul> </li> <li>v. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>w. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>x. Work completed systematically without injury to self or others or damage to goods, equipment or vehicles involved in delivery</li> </ul>
12. Context for assessment	<ul style="list-style-type: none"> <li>b. Assessment may occur on the job or in a simulated work environment</li> </ul>

### 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



Unit TDT I2 97B APPLY CUSTOMER SERVICE SKILLS

Field I Customer Service

**DESCRIPTION:**

**Basic knowledge and skills to deal with internal and external customer inquiries in a transport and distribution environment**

ELEMENT	PERFORMANCE CRITERIA
3. Deal with customer inquiries	f. Customer inquiries are dealt with courteously and efficiently both by phone and face-to-face g. Questions are used to clarify the customer's needs or concerns h. Assistance from other staff is sought when a customer's inquiry cannot be fully answered i. Knowledge of products, services and / or operations is used to answer customer queries or to respond to customers' needs j. Customer inquiries and associated action are recorded and reported in accordance with company procedures
4. Monitor customer satisfaction	e. Customer greeted cordially f. Customer requirements and requirements dealt with according to workplace procedures g. Special needs addressed within workplace policies h. Feedback to managers and customers (internal and external) provided

## Range Of Variables

### APPLY CUSTOMER SERVICE SKILLS

VARIABLE	SCOPE
5. Workplace context 16.	<ul style="list-style-type: none"> <li>h. This unit covers work within the Transport and Distribution industry</li> <li>i. Work is performed under supervision</li> <li>j. Customers may be internal or external</li> <li>k. Operations conducted day or night</li> <li>l. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>m. Requirements for work may include:               <ul style="list-style-type: none"> <li>m.1. site restrictions and procedures</li> <li>m.2. use of safety and personal protection equipment</li> <li>m.3. communications equipment</li> <li>m.4. hours of operation</li> <li>m.5. security procedures</li> <li>m.6. relevant regulations</li> </ul> </li> <li>n. Consultative processes may involve:               <ul style="list-style-type: none"> <li>n.1. other employees and supervisors</li> <li>n.2. suppliers, potential customers and existing clients</li> <li>n.3. relevant authorities</li> <li>n.4. management and union representatives</li> <li>n.5. Occupational Health and Safety specialists,</li> <li>n.6. other maintenance, professional or technical staff</li> </ul> </li> </ul>
6. Job role context	<ul style="list-style-type: none"> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1. Clients</li> <li>b.2. other employees and supervisors</li> <li>b.3. management</li> <li>b.4. union representatives</li> <li>b.5. industrial relations, Occupational Health and Safety specialists</li> <li>b.6. other professional or technical staff</li> </ul> </li> </ul>
7. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>m. Job specifications and standard operating procedures</li> <li>n. Relevant Australian or international standards in Records Management</li> <li>o. Storage specifications and requirements</li> <li>p. Workplace operating procedures and policies</li> <li>q. Client requirements</li> <li>r. Communications technology equipment, oral, aural or signed communications</li> <li>s. Personal and work area work procedures and practices</li> <li>t. Applicable State, Territory, Commonwealth legislation and regulations which relate to:               <ul style="list-style-type: none"> <li>t.1. Occupational Health &amp; Safety regulations and legislation</li> <li>t.2. Privacy and Confidentiality Legislation</li> <li>t.3. Freedom of Information</li> <li>t.4. Environment Protection Legislation</li> <li>t.5. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>u. standards and certification requirements</li> <li>v. quality assurance procedures</li> <li>w. emergency procedures</li> <li>x. customer service manuals</li> </ul>
8. Unit specific context	<ul style="list-style-type: none"> <li>b. Applies to all transport and distribution environments</li> </ul>

## Evidence Guide

### APPLY CUSTOMER SERVICE SKILLS

6. Critical aspects of evidence to be considered	b. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> <li>b.1. analyse process functions and problems</li> <li>b.2. apply customer service policies and procedures</li> <li>b.3. use appropriate workplace language and communication technologies</li> <li>b.4. locate, interpret and apply relevant information</li> <li>b.5. maintain workplace records</li> </ul>
7. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
8. Required knowledge and skills may include	b. Display of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> <li>b.1. Products, services and / or operations</li> <li>b.2. Customer service policies and procedures</li> <li>b.3. Anti-discrimination legislation</li> <li>b.4. Questioning skills</li> <li>b.5. Telephone techniques</li> <li>b.6. Writing of simple reports and records of enquiries</li> <li>b.7. Complaint handling</li> <li>b.8. Interpersonal communication</li> </ul>
9. Resource implications	b. Access to customer service situations for both internal and external workplace operations
10. Consistency in performance may include	<ul style="list-style-type: none"> <li>e. Modifies activities to cater for variations in workplace contexts and environment</li> <li>f. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>g. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> <li>g.1. hazard policies and procedures</li> <li>g.2. issue resolution procedures</li> <li>g.3. customer service skills</li> <li>g.4. job procedures and work instructions</li> <li>g.5. guidelines relating to the safe use of machinery and equipment</li> <li>g.6. quality assurance procedures (where existing)</li> <li>g.7. privacy, confidentiality and security procedures</li> <li>g.8. housekeeping processes</li> <li>g.9. waste, pollution and recycling management processes</li> </ul> </li> <li>h. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
7. Context for assessment	b. Assessment may occur on the job or in an industry-approved simulated work environment

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:**

Skills and knowledge required to promote and explain enterprise products and services to internal and external customers including sales and service advice and information specifications of products

ELEMENT	PERFORMANCE CRITERIA
5. Recognise opportunities to promote products and services	f. Products and services available for on selling from the enterprise are identified g. Technical specifications and application (s) of products and services are identified h. Applicability of products and or services are matched to particular clients or client groups i. Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements j. Where appropriate clients are referred expert personnel or services
6. Establish and maintain contact with clients	d. Communication with clients is established and maintained to develop a professional relationship e. Client are informed of the full range of business products f. Follow up contacts with clients are made on client request and in accordance with enterprise policy
7. Negotiate sales	c. Potential sales opportunities are recognised and acted upon d. Negotiations with clients maintain enterprise professional standards and client satisfaction
8. Close sales	e. Agreements in relation to product or service provision are reached with clients f. Documentation of the agreement is completed in accordance with enterprise policy incorporating any special requirements g. Contact with customers is maintained until sale is completed h. After sales service is provided in accordance with enterprise procedures and statutory requirements

## Range of Variables

### MARKET SERVICES AND PRODUCTS TO CLIENTS

VARIABLE	SCOPE
6. Workplace context 17.	<ul style="list-style-type: none"> <li>f. Work may be undertaken in various work environments in Transport and Distribution Industries</li> <li>g. Consultative processes may involve:               <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. customers and suppliers</li> <li>g.3. management and union representatives</li> <li>g.4. industrial relations, Occupational Health and Safety specialists</li> <li>g.5. other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>h. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>i. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>j. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
7. Job role context	<ul style="list-style-type: none"> <li>e. Operates under general guidance on progress and outcomes of work</li> <li>f. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>g. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>h. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
8. Work activities require the application of: 18.	<ul style="list-style-type: none"> <li>d. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. enterprise policies and procedures</li> <li>d.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>d.3. quality assurance procedures (where existing)</li> <li>d.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>e. Relevant agreements, codes of practice and other legislative requirements</li> <li>f. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
9. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>n. Quality or enterprise work specifications and procedures</li> <li>o. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>p. Workplace operating procedures and policies</li> <li>q. Supplier and/or client instructions</li> <li>r. Materials safety data sheets</li> <li>s. Communications technology equipment, oral, aural or signed communications</li> <li>t. Personal and work area work procedures and practices</li> <li>u. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>u.1. workplace agreements and awards</li> <li>u.2. occupational health &amp; safety procedures</li> </ul> </li> <li>v. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:               <ul style="list-style-type: none"> <li>v.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>v.2. Workplace Relations</li> <li>v.3. Workers Compensation</li> <li>v.4. Hazardous substances and dangerous goods</li> <li>v.5. Environment Protection</li> <li>v.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>w. Standards and certification requirements</li> <li>x. License, Patent or copyright arrangements</li> <li>y. Quality assurance procedures</li> <li>z. m. Emergency procedures</li> </ul>
10. Unit specific factors	<ul style="list-style-type: none"> <li>c. Products may be existing or potential</li> <li>d. Clients may be internal or external</li> </ul>

## Evidence Guide

### MARKET SERVICES AND PRODUCTS TO CLIENTS

7. Critical aspects of evidence to be considered	<p>b. Assessment must confirm appropriate knowledge and skills to:</p> <p>b.1. manage sales of products and services to achieve business goals and key performance indicators</p> <p>b.2. use product and market knowledge to improve services and work processes</p> <p>b.3. develop and maintain positive, professional relationships with customers</p> <p>b.4. mediate and resolve issues involving customers maximising positive outcomes for the organisation and the customer</p> <p>b.5. maintain workplace records and appropriate statistical data</p> <p>b.6. develop relationships with clients and potential clients to assist in achieving goals/results</p> <p>b.7. locate, interpret and apply relevant information to assist clients to identify relevant products and services</p> <p>b.8. communicate effectively in writing and orally to explain business services</p>
8. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role
9. Required knowledge and skills may include	<p>b. Display of the following knowledge and skills in terms of job role or function:</p> <p>b.1. identify improvements to services, resource allocation and use</p> <p>b.2. strategies to implement continuous improvement processes</p> <p>b.3. requirements for compliance with legislation and regulations</p> <p>b.4. planning including predicting consequences and identifying improvements</p> <p>b.5. enterprise business policies and procedures relevant to the area of work</p> <p>b.6. selection and appropriate application of technology, information systems and procedures</p>
10. Resource implications	b. Potential and existing client base, products and services for sale
11. Consistency in performance may include	<p>g. Establishes effective working relationships with colleagues</p> <p>h. Demonstrates consistency of performance over time and in a range of contexts</p> <p>i. Maintaining confidentiality of customers, clients and materials carried</p> <p>j. Modifying work practices to cater for variations in workplace contexts and environments</p> <p>k. Work consistently shows the application of logical planning and management</p> <p>l. Effectively negotiates to resolve issues and problems</p>
12. Context for assessment	b. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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

Unit TDT J1 97A APPLY QUALITY PROCEDURES

Field J Quality

**DESCRIPTION:**

Basic knowledge and skills to apply quality procedures to workplace tasks

ELEMENT	PERFORMANCE CRITERIA
2. Apply quality concepts	<ul style="list-style-type: none"><li>f. Responsibility is taken for quality of own work when providing services or products to meet external and internal customer needs</li><li>g. Work is completed in accordance with workplace standards as defined in enterprise policies and procedures</li><li>h. Basic quality concepts are applied to work activities</li><li>i. Improvements to work processes are planned, trialed, outcomes are checked for improvement and compliance with workplace requirements and then implemented</li><li>j. Work is completed in accordance with enterprise procedures</li></ul>

## Range of Variables

### APPLY QUALITY PROCEDURES

VARIABLE	SCOPE
6. General context	<ul style="list-style-type: none"> <li>e. Work is performed under limited or minimum supervision, generally within a team environment</li> <li>f. Customers may be internal or external</li> <li>g. Enterprises may comprise large, medium or small worksites</li> <li>h. Work may be undertaken in various work environments</li> </ul>
7. Worksite environment may include	<ul style="list-style-type: none"> <li>d. Operations conducted by day or night</li> <li>e. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>f. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
8. Sources of information/documents may include	<ul style="list-style-type: none"> <li>g. Codes of Practice</li> <li>h. Legislation and Regulations</li> <li>i. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Enterprise policies</li> </ul>
9. Workplace context may include	<ul style="list-style-type: none"> <li>d. Work organisation procedures and practices</li> <li>e. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>e.1. workplace agreements and awards</li> <li>e.2. occupational health &amp; safety</li> <li>e.3. State, Federal or Territory Legislation</li> </ul> </li> <li>f. Consultative processes involving               <ul style="list-style-type: none"> <li>f.1. staff members</li> <li>f.2. management</li> <li>f.3. union representatives</li> <li>f.4. industrial relations, Occupational Health and Safety specialists</li> <li>f.5. other professional or technical staff</li> </ul> </li> </ul>
10. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>j. Occupational Health &amp; Safety</li> <li>k. Workplace Relations</li> <li>l. Workers Compensation</li> <li>m. Water and Road use and license arrangements</li> <li>n. License, Patent or copyright arrangements</li> <li>o. Dangerous goods and air freight regulations</li> <li>p. Export/Import/Quarantine/Bond requirements</li> <li>q. Environmental Protection Legislation</li> <li>r. Emergency Procedures</li> </ul>



## Evidence Guide

### APPLY QUALITY PROCEDURES

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>b. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>b.1. locate, interpret and apply relevant information</li> <li>b.2. provide customer/client service</li> <li>b.3. work effectively with colleagues</li> <li>b.4. convey information in written and oral form</li> <li>b.5. maintain workplace records</li> <li>b.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> <li>b.7. follow quality assurance procedures</li> <li>b.8. recommend improvements to work systems</li> </ul> </li> </ul>
8. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
9. Required knowledge and skills	<ul style="list-style-type: none"> <li>b. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>b.1. site layout</li> <li>b.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>b.3. impact of job on enterprise and individual performance</li> <li>b.4. application of relevant industrial or other legislative requirements</li> <li>b.5. identification and correct use of equipment, processes and procedures</li> <li>b.6. modifying activities dependant on differing workplace contexts and environment</li> <li>b.7. quality improvement procedures</li> </ul> </li> </ul>
10. Resource implications	b. Access to quality assurance procedures and work function appropriate for the procedures.
11. Consistency in performance	<ul style="list-style-type: none"> <li>g. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>g.1. establishing plans</li> <li>g.2. describing consequences</li> <li>g.3. completing tasks</li> <li>g.4. identifying improvements</li> <li>g.5. applying safety precautions relevant to the task</li> </ul> </li> <li>h. Quality assurance procedures identified and followed in all aspects of job function and operations</li> <li>i. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>i.1. hazard policies and procedures including Codes of Practice</li> <li>i.2. issue resolution procedures</li> <li>i.3. job procedures and work instructions</li> <li>i.4. relevant guidelines relating to the use of equipment</li> <li>i.5. quality assurance procedures (where existing)</li> <li>i.6. security procedures</li> <li>i.7. following recognised housekeeping processes</li> <li>i.8. waste, pollution and recycling management processes</li> </ul> </li> <li>j. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>k. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>l. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
12. Context for assessment	b. Assessment may occur on the job or in a simulated workplace

### 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:**

Basic knowledge and skills to undertake individual and team based quality improvement activities in the workplace

ELEMENT	PERFORMANCE CRITERIA
3. Work within a quality improvement system	<ul style="list-style-type: none"> <li>c. Follows instructions and performs duties either individually or as a member of a work team within a quality improvement system</li> <li>d. Work is completed either individually or as a member of a work team in accordance with standards as defined in enterprise policies and procedures</li> </ul>
4. Use quality improvement systems, tools and techniques	<ul style="list-style-type: none"> <li>e. Variations in the quality of services and/or products from required standards are detected and reported in accordance with enterprise procedures</li> <li>f. Variations in the quality of services and/or products from required standards are detected and reported in accordance with enterprise procedures</li> <li>g. Quality of service is monitored and adjusted as required to ensure the satisfaction of both internal and external customers</li> <li>h. 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</li> </ul>

## Range of Variables

### APPLY QUALITY SYSTEMS

VARIABLE	SCOPE
6. General context	<ul style="list-style-type: none"> <li>e. Work is performed under some supervision, generally within a team environment</li> <li>f. Customers may be internal or external</li> <li>g. Enterprises may comprise large, medium or small worksites</li> <li>h. Work may be undertaken in various work environments</li> </ul>
7. Worksite environment may include	<ul style="list-style-type: none"> <li>e. Operations conducted by day or night</li> <li>f. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>g. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>h. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
8. Sources of information/documents may include	<ul style="list-style-type: none"> <li>m. Goods identification numbers and codes</li> <li>n. Manifests, bar codes, goods and container identification</li> <li>o. Manufacturer's specifications</li> <li>p. Enterprise operating procedures and policies</li> <li>q. Supplier and/or client instructions</li> <li>r. Materials safety data sheets</li> <li>s. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>t. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>u. Legislation, Regulations and related documentation</li> <li>v. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>w. Standards and certification requirements</li> <li>x. Quality assurance procedures</li> </ul>
9. Workplace context may include	<ul style="list-style-type: none"> <li>d. Work organisation procedures and practices</li> <li>e. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>e.1. workplace agreements and awards</li> <li>e.2. occupational health &amp; safety</li> <li>e.3. State, Federal or Territory Legislation</li> <li>e.4. AS/NZISO Standards or other Quality Standards.</li> </ul> </li> <li>f. Consultative processes may involve               <ul style="list-style-type: none"> <li>f.1. staff members</li> <li>f.2. management</li> <li>f.3. union representatives</li> <li>f.4. industrial relations, Occupational Health and Safety specialists</li> <li>f.5. other professional or technical staff</li> </ul> </li> </ul>
10. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>k. Occupational Health &amp; Safety</li> <li>l. Workplace Relations</li> <li>m. Workers Compensation</li> <li>n. Water and Road use and license arrangements</li> <li>o. License, Patent or copyright arrangements</li> <li>p. Dangerous goods and air freight regulations</li> <li>q. Export/Import/Quarantine/Bond requirements</li> <li>r. Marine Orders</li> <li>s. Environmental Protection Legislation</li> <li>t. Emergency Procedures</li> </ul>

## Evidence Guide

### APPLY QUALITY SYSTEMS

7. Critical aspects of evidence to be considered	<p>b. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>b.1. locate, interpret and apply relevant information</li> <li>b.2. provide customer/client service</li> <li>b.3. work effectively with colleagues</li> <li>b.4. convey information in written and oral form</li> <li>b.5. maintain workplace records</li> <li>b.6. use workplace colloquial and technical language and communication technologies in the workplace context</li> </ul>
8. Interdependent assessment of units	<p>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
9. Required knowledge and skills	<p>b. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>b.1. site layout</li> <li>b.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>b.3. impact of job on enterprise and individual performance</li> <li>b.4. application of relevant industrial or other legislative requirements</li> <li>b.5. identification and correct use of equipment, processes and procedures</li> <li>b.6. modifying activities dependant on differing workplace contexts and environment</li> <li>b.7. interpersonal communication skills</li> <li>b.8. team skills</li> </ul>
10. Resource implications	<p>b. Access to quality assurance procedures and work situations for application of procedures</p>
11. Consistency in performance	<p>f. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>f.1. establishing plans</li> <li>f.2. describing consequences</li> <li>f.3. completing tasks</li> <li>f.4. identifying improvements</li> <li>f.5. applying safety precautions relevant to the task</li> <li>f.6. applying quality system procedures</li> </ul> <p>g. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>g.1. hazard policies and procedures including Codes of Practice</li> <li>g.2. issue resolution procedures</li> <li>g.3. job procedures and work instructions</li> <li>g.4. relevant guidelines relating to the use of equipment</li> <li>g.5. quality assurance procedures (where existing)</li> <li>g.6. security procedures</li> <li>g.7. following recognised housekeeping processes</li> <li>g.8. waste, pollution and recycling management processes</li> </ul> <p>h. Action taken promptly-accidents and incidents reported in accordance with statutory requirements and enterprise procedures</p> <p>i. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>j. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
12. Context for assessment	<p>b. Assessment may occur on the job or in a simulated workplace</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:**

**Skills and knowledge required to apply control procedures within grain storage facilities**

ELEMENT	PERFORMANCE CRITERIA
15. Prepare for application of pest control measures	<ul style="list-style-type: none"> <li>s. Legal and enterprise requirements for fumigation are followed in accordance with work order</li> <li>t. Fumigation/spray application requirements are followed using silo and grain storage information to manufacturer's instructions</li> <li>u. Written records are confirmed by site measurements and observations</li> <li>v. Access and site specific safety requirements to meet legislation and enterprise instructions are determined</li> <li>w. Equipment is checked for conformance to enterprise requirements and manufacturer's specifications</li> <li>x. Where applicable, storage is checked for gas proofing in accordance with manufacturer's and enterprise instructions prior to fumigation</li> </ul>
16. Apply pest control measures	<ul style="list-style-type: none"> <li>h. Personal protective equipment and engineering controls are used as instructed</li> <li>i. Fumigant and spray applications are applied in accordance with manufacturer's and enterprise instructions</li> <li>j. Warning signs are placed to legislative and enterprise requirements</li> <li>k. Application is monitored to ensure effectiveness of operation</li> <li>l. Empty fumigant containers are returned to the manufacturer, retailer or disposed of to legislative and enterprise requirements</li> <li>m. Baits are prepared to legislative, and manufacturer's instructions</li> <li>n. Baits are placed in accordance with site requirements and manufacturer's instructions</li> </ul>
17. Ventilate fumigated storages	<ul style="list-style-type: none"> <li>f. Ventilation of storage area is commenced prior to outloading or at the request of operational personnel</li> <li>g. Ventilation appropriate for the storage type is implemented to enterprise procedures</li> <li>h. Tests are made to ensure fumigant has been dispersed and results forwarded to appropriate personnel</li> <li>i. Warning signs and emergency equipment are removed following authorisation from appropriate personnel</li> <li>j. Authorisation from designated personnel is sought prior entry into fumigated areas</li> </ul>
18. Maintain records	<ul style="list-style-type: none"> <li>c. Application(s) of pest control measures are recorded and stored to legislative and enterprise requirements</li> <li>d. Operations and results are reported in accordance with enterprise requirements</li> </ul>

## Range of Variables

### APPLY GRAIN PROTECTION MEASURES

VARIABLE	SCOPE
15. Workplace context	<ul style="list-style-type: none"> <li>h. Work is performed under some supervision, generally within a team environment</li> <li>i. Customers may be internal or external</li> <li>j. Enterprises may comprise large, medium or small worksites</li> <li>k. Work may be undertaken in various work environments involved in Transport, Distribution and related industries</li> <li>l. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>m. Requirements for work may include:               <ul style="list-style-type: none"> <li>m.1. site restrictions and procedures</li> <li>m.2. use of safety and personal protection equipment</li> <li>m.3. communications/recording equipment</li> <li>m.4. authorities and permits</li> <li>m.5. emergency procedures</li> </ul> </li> <li>n. Consultative processes may involve:               <ul style="list-style-type: none"> <li>n.1. other employees and supervisors</li> <li>n.2. suppliers, potential customers and existing clients</li> <li>n.3. management and union representatives</li> <li>n.4. Occupational Health and Safety specialists</li> <li>n.5. maintenance, professional or technical staff</li> </ul> </li> </ul>
16. Sources of information / documents may include	<ul style="list-style-type: none"> <li>hh. Operations manuals, job specifications and procedures</li> <li>ii. Induction documentation</li> <li>jj. Competency standards and training materials</li> <li>kk. Manufacturer's specifications and instructions</li> <li>ll. Materials safety data sheets</li> <li>mm. Workplace operating procedures and policies</li> <li>nn. Supplier and/or client instructions</li> <li>oo. Australian and International standards, criteria and certification requirements</li> <li>pp. Communications technology equipment, oral, aural or signed communications</li> <li>qq. Occupational health &amp; safety procedures</li> <li>rr. Dangerous goods and hazardous substances</li> <li>ss. Legislation regarding use of fumigants/poisons</li> <li>tt. Environment Protection Legislation</li> <li>uu. Standards and certification requirements</li> <li>vv. Quality assurance procedures</li> <li>ww. Emergency procedures</li> </ul>
17. Unit specific factors	<ul style="list-style-type: none"> <li>u. Pest control activities include spraying, baiting and using controlled fumigants</li> <li>v. Fumigation inert gas may be for the purposes of treating identified pests or for meeting grain quality standards</li> <li>w. Pest control agents are to be used in accordance with relevant Commonwealth, State or Territory legislature</li> </ul>



## Evidence Guide

### APPLY GRAIN PROTECTION MEASURES

13. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>b. Assessment must confirm appropriate knowledge and skills in relation to:               <ul style="list-style-type: none"> <li>b.1. pest control application procedures and measures</li> <li>b.2. receipt, storage, transport and use of chemicals</li> <li>b.3. operation of pest control and chemical detection equipment</li> <li>b.4. legislative requirements for using chemical pest control agents</li> <li>b.5. selection of appropriate equipment</li> <li>b.6. correct handling techniques</li> <li>b.7. use of appropriate communication strategies and equipment</li> <li>b.8. locating, interpreting and applying relevant information</li> <li>b.9. maintaining enterprise records and documentation</li> </ul> </li> </ul>
14. Interdependent assessment of units	<ul style="list-style-type: none"> <li>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
15. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>b. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>b.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>b.2. implications of OHS/OSH legislation and codes of practice</li> <li>b.3. emergency response procedures</li> <li>b.4. storage and safe handling procedures</li> <li>b.5. environmental control and disposal activities</li> <li>b.6. identification and correct use of equipment(including PPE), processes and procedures</li> <li>b.7. planning own work including predicting consequences and identifying improvements</li> <li>b.8. computer skills</li> <li>b.9. commodity types, varieties and grades</li> <li>b.10. pest identification</li> </ul> </li> </ul>
16. Resource implications	<ul style="list-style-type: none"> <li>b. Access to:               <ul style="list-style-type: none"> <li>b.1. pest control equipment and chemicals</li> <li>b.2. enterprise procedures and statutory requirements</li> <li>b.3. storage facilities and various grain types</li> <li>b.4. records maintenance systems</li> </ul> </li> </ul>
17. Consistency in performance may include	<ul style="list-style-type: none"> <li>i. Establishes effective working relationships with colleagues</li> <li>j. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>k. Effectively negotiates to resolve issues and problems</li> <li>l. Uses organisational structures effectively to complete work operations</li> <li>m. Demonstrates consistency of performance over time and in a range of contexts</li> <li>n. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>n.1. codes of practice, hazard policies and procedures</li> <li>n.2. issue resolution procedures</li> <li>n.3. job procedures and work instructions</li> <li>n.4. guidelines relating to the safe use of machinery and equipment</li> <li>n.5. quality assurance procedures (where existing)</li> <li>n.6. security procedures</li> <li>n.7. housekeeping processes</li> <li>n.8. waste, pollution and recycling management processes</li> </ul> </li> <li>o. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>p. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
18. Context for assessment	<ul style="list-style-type: none"> <li>d. Assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

**Skills and knowledge required to monitor the quality of stored grains within temporary and permanent grain storage facilities**

ELEMENT	PERFORMANCE CRITERIA
3. Install grain quality control equipment	<ul style="list-style-type: none"> <li>g. Procedures for maintaining the quality of stored grain are identified from work plans and considering climatic conditions, types of storage and general environment</li> <li>h. Aeration equipment (where required), is installed to enterprise and site requirements to maintain appropriate grain temperature and moisture content</li> <li>i. Inspection/sampling equipment and procedures are confirmed and implemented in accordance with enterprise procedures</li> <li>j. Equipment is checked to ensure correct set-up and operation</li> <li>k. Equipment is maintained in accordance with enterprise requirements and manufacturers instructions</li> <li>l. Rectification of faults in equipment are undertaken in accordance with enterprise procedures</li> </ul>
4. Monitor the quality of stored commodities	<ul style="list-style-type: none"> <li>f. Stored commodities and associated facilities are inspected for signs of damage or potential for damage</li> <li>g. Required repairs to facilities are reported to appropriate personnel for action</li> <li>h. Monitoring for pest infestations and climatic contamination/damage to grain is regularly completed to enterprise sampling/inspection procedures</li> <li>i. Results of sampling/inspections are recorded and reported in accordance with enterprise procedures</li> <li>j. Follow-up action to protect grain quality is undertaken in accordance with enterprise procedures</li> </ul>

## IMPLEMENT GRAIN MONITORING MEASURES

VARIABLE	SCOPE
4. Workplace context	<ul style="list-style-type: none"> <li>h. Work is performed under some supervision, generally within a team environment</li> <li>i. Customers may be internal or external</li> <li>j. Enterprises may comprise large, medium or small worksites</li> <li>k. Work may be undertaken in various work environments involved in Transport, Distribution and related industries</li> <li>l. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>m. Requirements for work may include:               <ul style="list-style-type: none"> <li>m.1. site restrictions and procedures</li> <li>m.2. licensing requirements</li> <li>m.3. use of safety and personal protection equipment</li> <li>m.4. communications/recording equipment</li> <li>m.5. authorities and permits</li> <li>m.6. emergency procedures</li> </ul> </li> <li>n. Consultative processes may involve:               <ul style="list-style-type: none"> <li>n.1. other employees and supervisors</li> <li>n.2. manufacturers of pesticides</li> <li>n.3. suppliers, potential customers and existing clients</li> <li>n.4. management and union representatives</li> <li>n.5. Occupational Health and Safety specialists</li> <li>n.6. maintenance, professional or technical staff</li> </ul> </li> </ul>
5. Sources of information / documents may include	<ul style="list-style-type: none"> <li>q. Operations manuals, job specifications and procedures</li> <li>r. Induction documentation</li> <li>s. Competency standards and training materials</li> <li>t. Manufacturer's specifications and instructions</li> <li>u. Materials safety data sheets</li> <li>v. Workplace operating procedures and policies</li> <li>w. Supplier and/or client instructions</li> <li>x. Australian and International standards, criteria and certification requirements</li> <li>y. Communications technology equipment, oral, aural or signed communications</li> <li>z. Occupational health &amp; safety procedures</li> <li>aa. Dangerous goods and hazardous substances</li> <li>bb. Legislation regarding use of fumigants/poisons</li> <li>cc. Environment Protection Legislation</li> <li>dd. Standards and certification requirements</li> <li>ee. Quality assurance procedures</li> <li>ff. Emergency procedures</li> </ul>
6. Unit specific factors	<ul style="list-style-type: none"> <li>e. Inspection/sampling processes may include: turning, visual inspection, hand sampling, grain sieves, probes and spears, trapping</li> <li>f. Problems identified in commodities and facilities may include: presence of water or water damage, presence and activity of pests, dead vertebrate pests in stored grain, damage or deterioration of storage facility, storm damage, inappropriate grain temperature and moisture levels</li> <li>g. Types of storage and environment may include: permanent and/or temporary storage, fixed and/or portable commodity handling equipment, site buildings, haulage vehicles, rail loops, walkways and access points in buildings and facilities, site surroundings</li> <li>h. Grain aeration involves the set up, maintenance, operational control and dismantling of equipment</li> </ul>

## Evidence Guide

### IMPLEMENT GRAIN MONITORING MEASURES

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>b. Assessment must confirm appropriate knowledge and skills in relation to:               <ul style="list-style-type: none"> <li>b.1. sampling of grains/commodities</li> <li>b.2. inspection of commodities and facilities</li> <li>b.3. selection of appropriate equipment and work systems</li> <li>b.4. control of grain/commodity quality</li> <li>b.5. set-up, testing, operation, shutdown and dismantling of equipment</li> <li>b.6. use of appropriate communication strategies and equipment</li> <li>b.7. locating, interpreting and applying relevant information</li> <li>b.8. maintaining enterprise records and documentation</li> </ul> </li> </ul>
8. Interdependent assessment of units	c. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
9. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>b. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>b.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>b.2. implications of OHS/OSH legislation and codes of practice</li> <li>b.3. classification procedures</li> <li>b.4. emergency response procedures</li> <li>b.5. set-up and maintenance of grain protection equipment</li> <li>b.6. storage and safe handling procedures</li> <li>b.7. environmental control and disposal activities</li> <li>b.8. identification and correct use of equipment, processes and procedures</li> </ul> </li> </ul>
10. Resource implications	<ul style="list-style-type: none"> <li>b. Access to:               <ul style="list-style-type: none"> <li>b.1. aeration and sampling/inspection equipment</li> <li>b.2. enterprise procedures and statutory requirements</li> <li>b.3. storage facilities and various grain types</li> <li>b.4. records maintenance systems</li> </ul> </li> </ul>
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>i. Establishes effective working relationships with colleagues</li> <li>j. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>k. Effectively negotiates to resolve issues and problems</li> <li>l. Uses organisational structures effectively to complete work operations</li> <li>m. Demonstrates consistency of performance over time and in a range of contexts</li> <li>n. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>n.1. codes of practice, hazard policies and procedures</li> <li>n.2. issue resolution procedures</li> <li>n.3. job procedures and work instructions</li> <li>n.4. guidelines relating to the safe use of machinery and equipment</li> <li>n.5. quality assurance procedures (where existing)</li> <li>n.6. security procedures</li> <li>n.7. housekeeping processes</li> <li>n.8. waste, pollution and recycling management processes</li> </ul> </li> <li>o. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>p. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
12. Context for assessment	e. Assessment may occur on the job or in a simulated workplace

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:**

**Skills and knowledge required to undertake product samples, identify and apply testing procedures, interpret test results and report findings.**

ELEMENT	PERFORMANCE CRITERIA
5. Establish specifications and test procedures	<ul style="list-style-type: none"> <li>e. Product quality specifications and required outcomes are read, drawings interpreted and test parameters are identified</li> <li>f. Test methods for each required test parameter are identified and the most efficient test method is noted</li> <li>g. Requirements for testing by personnel external to the work area is identified and appropriate permission is obtained</li> <li>h. Sampling, inspection and testing are conducted in accordance with hazardous substances regulations</li> </ul>
6. Select evidence	<ul style="list-style-type: none"> <li>c. Appropriate conforming and/or non-conforming products, materials and/or waste are selected for testing</li> <li>d. Observations of operators and copies of procedures are collected</li> </ul>
7. Conduct and interpret tests	<ul style="list-style-type: none"> <li>f. Tests are conducted following workplace procedures (including quality procedures) and results are documented</li> <li>g. Emergency procedures are identified and engaged in the event of an incident</li> <li>h. Comparisons of all data collected are made</li> <li>i. Any recommendations are noted and considered for feasibility</li> <li>j. Equipment is maintained in accordance with workplace and manufacturers requirements</li> </ul>
8. Report findings	<ul style="list-style-type: none"> <li>c. Findings of tests are documented</li> <li>d. (Any) potential or existing problems and appropriate recommendations are proposed and reported</li> </ul>

## Range of Variables

### SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

VARIABLE	SCOPE
6. Workplace context 19.	<p>f. Work may be undertaken in various work environments in the Warehousing, Storage, Transport and Distribution Industries</p> <p>g. Consultative processes may involve:</p> <p>g.1. other employees and supervisors</p> <p>g.2. customers and suppliers</p> <p>g.3. management</p> <p>g.4. Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel</p> <p>h. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</p> <p>i. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</p> <p>j. Customer and supplier contact and co-ordination is a requirement of these operations</p>
7. Job role context	<p>c. Operates under general guidance on progress and outcomes of work</p> <p>d. Exercises discretion and judgement for self in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</p>
8. Work activities require the application of: 20.	<p>c. Relevant workplace procedures including:</p> <p>c.1. enterprise policies and procedures</p> <p>c.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</p> <p>c.3. quality assurance procedures (where existing)</p> <p>c.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</p> <p>c.5. testing procedures</p> <p>d. Appropriate workplace language and communication strategies and interpretation of relevant information</p>
9. Sources of information / documents may include:	<p>o. Quality or enterprise work specifications and procedures</p> <p>p. Manufacturer's specifications and/or suppliers handling and storage advice</p> <p>q. Workplace operating procedures and policies</p> <p>r. Supplier and/or client instructions</p> <p>s. Materials safety data sheets</p> <p>t. Technical specifications for materials, equipment and testing procedures</p> <p>u. Communications technology equipment, oral, aural or signed communications</p> <p>v. Personal and work area work procedures and practices</p> <p>w. Conditions of service, legislation and industrial agreements including:</p> <p>w.1. occupational health &amp; safety procedures</p> <p>x. Applicable State, Territory, Commonwealth legislative framework concerning:</p> <p>x.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</p> <p>x.2. Hazardous substances and dangerous goods</p> <p>x.3. Environment Protection</p> <p>y. Standards and certification requirements</p> <p>z. License, Patent or copyright arrangements</p> <p>aa. Quality assurance procedures</p> <p>bb. Emergency procedures</p>
10. Unit specific factors	<p>d. Sampling and testing processes may be conducted as part of enterprise, site or licence requirements</p> <p>e. Sampling and testing processes may be conducted alone or in conjunction with other staff from the enterprise or external personnel</p> <p>f. Procedures relate to quality control including moisture content, goods identification, mass, condition, grade, composition, contamination</p>

## Evidence Guide

### SAMPLE, INSPECT AND TEST PRODUCTS TO SPECIFICATIONS

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>b. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>b.1. conduct and complete sampling and testing procedures in accordance with standard operating practice</li> <li>b.2. manage own work to achieve required results</li> <li>b.3. apply sampling and testing techniques to a range of products</li> <li>b.4. use appropriate handling methods</li> <li>b.5. locate, interpret and apply information relevant to the testing and sampling process</li> <li>b.6. provide customer/client service and work effectively with others</li> <li>b.7. accurately report results</li> </ul> </li> </ul>
8. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role
9. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>b. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>b.1. focus of operation of workplace testing and sampling systems</li> <li>b.2. quality procedures and implementation strategies</li> <li>b.3. selection and appropriate application of technology, information systems and procedures</li> </ul> </li> </ul>
10. Resource implications	b. Appropriate testing and sampling equipment. Processed or raw materials for testing. Relevant documentation
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>j. Establishes effective working relationships with colleagues</li> <li>k. Tests identify non compliances and recommend processes to improve compliance</li> <li>l. Modifies activities to cater for variations in workplace contexts and environment</li> <li>m. Demonstrates consistency of performance over time and in a range of contexts</li> <li>n. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</li> <li>o. Consistently observes when completing tasks :               <ul style="list-style-type: none"> <li>o.1. requirements of organisational policy and operating procedures and makes appropriate adjustments when authorised</li> <li>o.2. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</li> <li>o.3. incident reporting processes</li> </ul> </li> <li>p. Arranges testing and sampling processes and timelines to achieve goals and results</li> <li>q. Uses consultative approaches to implement and evaluate compliance with quality systems</li> <li>r. Organisational performance is improved through qualitative testing systems</li> </ul>
12. Context for assessment	b. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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:**

**Skills and knowledge required to co-ordinate the use of pest control activities using baits, fumigation and/or inert atmosphere operations within grain storage facilities**

ELEMENT	PERFORMANCE CRITERIA
6. Identify required pest control measures	<ul style="list-style-type: none"> <li>g. Stored grain is checked for live or dead pests in accordance with enterprise procedures</li> <li>h. Pest infestation information, including prevalence, type and location, is gleaned from observation</li> <li>i. Actual and potential damage to stored grain is assessed and documented</li> <li>j. Pests causing or likely to cause damage are identified</li> <li>k. Appropriate form of protection and/or pest control is determined to enterprise procedures</li> <li>l. Pest control measures are arranged and/or implemented to enterprise requirements</li> </ul>
7. Prepare for application of pest control measures	<ul style="list-style-type: none"> <li>i. Spray application and inert atmosphere/fumigation requirements and application procedures are confirmed to legislative, enterprise and customer requirements</li> <li>j. Quantity and form of gas/liquid required and exposure period is determined from silo and grain storage information and matched to manufacturer's instructions</li> <li>k. Method of application is determined based on the type of pest to be controlled and site arrangements</li> <li>l. Exposure period is determined from pest(s) to be controlled and storage specifications</li> <li>m. Written records of site are confirmed by site measurements and observations</li> <li>n. Access and site specific safety requirements, including appropriate signage, are coordinated to meet legislation and enterprise procedures</li> <li>o. Equipment and personnel appropriate to the task are organised</li> <li>p. Storage is sealed to manufacturer's and enterprise instructions and appropriately tested as required</li> </ul>
8. Monitor application of pest control measures	<ul style="list-style-type: none"> <li>h. Application is undertaken in accordance with manufacturers instructions, enterprise procedures and regulatory framework</li> <li>i. Suitable emergency equipment and personnel are coordinated on site during fumigation to enterprise instructions</li> <li>j. Selected process is monitored for effectiveness to manufacturer's and enterprise instructions</li> <li>k. Tests are made to determine leakage of gas, and corrective action taken where this exceeds enterprise limits</li> </ul>
9. Ventilate fumigated storages	<ul style="list-style-type: none"> <li>g. Where used, pressure equipment and/or generation equipment are shut down when requested to enterprise procedures</li> <li>h. Ventilation procedures appropriate for the storage type are implemented to enterprise procedures</li> <li>i. Tests to legislative and enterprise instructions are made to ensure gas has been dispersed before personnel are allowed to enter the storage</li> <li>j. Warning signs and emergency equipment are removed when gas has dispersed to safe levels</li> <li>k. Stored grain is checked for evidence of live and dead pests to enterprise requirements</li> <li>l. Empty gas/fumigant containers are returned to the manufacturer, retailer or disposed of to legislative and enterprise requirements</li> </ul>
10. Maintain records	<ul style="list-style-type: none"> <li>c. Records of pest control activities are made and stored to legislative and enterprise requirements</li> <li>d. Pest control operations and results are report to enterprise requirements</li> </ul>



## Range of Variables

### IMPLEMENT GRAIN PROTECTION PROCEDURES

VARIABLE	SCOPE
4. Workplace context	<ul style="list-style-type: none"> <li>g. Work is performed under some supervision, generally within a team environment</li> <li>h. Customers may be internal or external</li> <li>i. Enterprises may comprise large, medium or small worksites</li> <li>j. Work may be undertaken in various work environments involved in Transport, Distribution and related industries</li> <li>k. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>l. Requirements for work may include:               <ul style="list-style-type: none"> <li>l.1. site restrictions and procedures</li> <li>l.2. licensing requirements</li> <li>l.3. use of safety and personal protection equipment</li> <li>l.4. communications/recording equipment</li> <li>l.5. authorities and permits</li> <li>l.6. emergency procedures</li> <li>l.7. Consultative processes may involve:                   <ul style="list-style-type: none"> <li>l.8. other employees and supervisors</li> <li>l.9. manufacturers of pesticides</li> <li>l.10. suppliers, potential customers and existing clients</li> <li>l.11. management and union representatives</li> <li>l.12. Occupational Health and Safety specialists</li> <li>l.13. maintenance, professional or technical staff</li> </ul> </li> </ul> </li> </ul>
5. Sources of information / documents may include	<ul style="list-style-type: none"> <li>q. Operations manuals, job specifications and procedures</li> <li>r. Induction documentation</li> <li>s. Competency standards and training materials</li> <li>t. Manufacturer's specifications and instructions</li> <li>u. Materials safety data sheets</li> <li>v. Workplace operating procedures and policies</li> <li>w. Supplier and/or client instructions</li> <li>x. Australian and International standards, criteria and certification requirements</li> <li>y. Communications technology equipment, oral, aural or signed communications</li> <li>z. Occupational health &amp; safety procedures</li> <li>aa. Dangerous goods and hazardous substances</li> <li>bb. Legislation regarding use of fumigants/poisons</li> <li>cc. Environment Protection Legislation</li> <li>dd. Standards and certification requirements</li> <li>ee. Quality assurance procedures</li> <li>ff. Emergency procedures</li> </ul>
6. Unit specific factors	<ul style="list-style-type: none"> <li>e. Pest control activities include spraying, baiting using controlled and generally available substances, fumigation and/or inert atmosphere operations</li> <li>f. Fumigation inert gas may be for the purposes of treating identified pests or for meeting grain quality standards</li> <li>g. Application of fumigant inert gas includes the calculation of volumes and weight of stored grain</li> <li>h. Pest control agents are to be used in accordance with relevant Commonwealth, State or Territory legislature</li> </ul>

## Evidence Guide

### IMPLEMENT GRAIN PROTECTION PROCEDURES

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>b. Assessment must confirm appropriate knowledge and skills in relation to:               <ul style="list-style-type: none"> <li>b.1. pest control planning and application procedures and measures</li> <li>b.2. receipt, storage, transport and use of chemicals</li> <li>b.3. operation of pest control and chemical detection equipment</li> <li>b.4. estimation and calculation of weight and volume of chemicals and stored grains</li> <li>b.5. legislative requirements for using chemical pest control agents</li> <li>b.6. selection of appropriate equipment and work systems</li> <li>b.7. use of appropriate communication strategies and equipment</li> <li>b.8. locating, interpreting and applying relevant information</li> <li>b.9. maintaining enterprise records and documentation</li> </ul> </li> </ul>
8. Interdependent assessment of units	<ul style="list-style-type: none"> <li>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
9. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>b. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>b.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>b.2. implications of OHS/OSH legislation and codes of practice</li> <li>b.3. classification procedures</li> <li>b.4. emergency response procedures</li> <li>b.5. preparation of grain protection agents</li> <li>b.6. storage and safe handling procedures</li> <li>b.7. environmental control and disposal activities</li> <li>b.8. identification and correct use of equipment, processes and procedures</li> </ul> </li> </ul>
10. Resource implications	<ul style="list-style-type: none"> <li>b. Access to:               <ul style="list-style-type: none"> <li>b.1. pest control equipment and chemicals</li> <li>b.2. enterprise procedures and statutory requirements</li> <li>b.3. storage facilities and various grain types</li> <li>b.4. records maintenance systems</li> </ul> </li> </ul>
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>i. Establishes effective working relationships with colleagues</li> <li>j. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>k. Effectively negotiates to resolve issues and problems</li> <li>l. Uses organisational structures effectively to complete work operations</li> <li>m. Demonstrates consistency of performance over time and in a range of contexts</li> <li>n. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>n.1. codes of practice, hazard policies and procedures</li> <li>n.2. issue resolution procedures</li> <li>n.3. job procedures and work instructions</li> <li>n.4. guidelines relating to the safe use of machinery and equipment</li> <li>n.5. quality assurance procedures (where existing)</li> <li>n.6. security procedures</li> <li>n.7. housekeeping processes</li> <li>n.8. waste, pollution and recycling management processes</li> </ul> </li> <li>o. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>p. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
12. Context for assessment	<ul style="list-style-type: none"> <li>b. Assessment may occur on the job or in a simulated workplace</li> </ul>

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:**

Access, input and retrieve data from computer information processing systems

ELEMENT	PERFORMANCE CRITERIA
4. Identify computer management information equipment and systems	<ul style="list-style-type: none"> <li>e. Types of computerised equipment used in the work area are identified</li> <li>f. Functions of equipment, component parts and accessories are identified</li> <li>g. Routine faults in operating systems, software applications and operator errors are identified</li> <li>h. Sources of information on rectifying faults and operating equipment, systems and application are identified</li> </ul>
5. Set up and shut down equipment for use	<ul style="list-style-type: none"> <li>h. Work station equipment is adjusted to meet ergonomic requirements and appropriate posture is used</li> <li>i. Computer is booted, logged on and checked where required for viruses</li> <li>j. Operating manuals and/or help screens for equipment and software are used to inform work practices</li> <li>k. Software packages and accessories for required application are selected and accessed</li> <li>l. Required file and/or data to be accessed is identified</li> <li>m. Files/data are saved prior to shut down</li> <li>n. Shut down procedures for files, applications and equipment are followed</li> </ul>
6. Input, retrieve and present files/data	<ul style="list-style-type: none"> <li>h. Full keyboard and/or mouse is used to input data</li> <li>i. Files are created and/or saved</li> <li>j. Accurate input is confirmed</li> <li>k. Appropriate printers are accessed and print preview facilities used</li> <li>l. Files are transferred from drive to drive within workplace policies and guidelines</li> <li>m. Saved files are accessed through relevant directories</li> <li>n. Information and disk(s) are stored where appropriate</li> </ul>

## Range of Variables

### USE COMPUTER APPLICATIONS

VARIABLE	SCOPE
6. General context	<ul style="list-style-type: none"> <li>f. Work is performed under some supervision, generally within a team environment</li> <li>g. Customers may be internal or external</li> <li>h. Enterprises may comprise large, medium or small worksites</li> <li>i. Work may be undertaken in various work environments</li> <li>j. Equipment may be used for stock management, information storage, invoicing, payments, manifests or work organisation</li> </ul>
7. Worksite environment may include	<ul style="list-style-type: none"> <li>e. Operations conducted by day or night</li> <li>f. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>g. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> <li>h. Personnel in work area may include enterprise personnel, site visitors, contractors, official representatives</li> </ul>
8. Sources of information/documents may include	<ul style="list-style-type: none"> <li>m. Goods identification numbers and codes</li> <li>n. Manifests, bar codes, goods and container identification</li> <li>o. Manufacturer's specifications</li> <li>p. Enterprise operating procedures and policies</li> <li>q. Supplier and/or client instructions</li> <li>r. Materials safety data sheets</li> <li>s. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>t. Codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>u. Legislation, Regulations and related documentation</li> <li>v. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>w. Standards and certification requirements</li> <li>x. Quality assurance procedures</li> </ul>
9. Workplace context may include	<ul style="list-style-type: none"> <li>d. Work organisation procedures and practices</li> <li>e. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>e.1. workplace agreements and awards</li> <li>e.2. occupational health &amp; safety</li> <li>e.3. State, Federal or Territory Legislation</li> </ul> </li> <li>f. Consultative processes may involve               <ul style="list-style-type: none"> <li>f.1. staff members</li> <li>f.2. management</li> <li>f.3. union representatives</li> <li>f.4. industrial relations, Occupational Health and Safety specialists</li> <li>f.5. other professional or technical staff</li> </ul> </li> </ul>
10. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>k. Occupational Health &amp; Safety</li> <li>l. Workplace Relations</li> <li>m. Workers Compensation</li> <li>n. Water and Road use and license arrangements</li> <li>o. License, Patent or copyright arrangements</li> <li>p. Dangerous goods and air freight regulations</li> <li>q. Export/Import/Quarantine/Bond requirements</li> <li>r. Marine Orders</li> <li>s. Environmental Protection Legislation</li> <li>t. Emergency Procedures</li> </ul>

## Evidence Guide

### USE COMPUTER APPLICATIONS

7. Critical aspects of evidence to be considered	<p>b. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>b.1. use computerised information processing equipment, software and operating systems</li> <li>b.2. locate, interpret and apply relevant information</li> <li>b.3. provide customer/client service and work effectively with others</li> <li>b.4. convey information in written and oral form</li> <li>b.5. maintain workplace records</li> </ul>
8. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
9. Required knowledge and skills	<p>b. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>b.1. site layout</li> <li>b.2. focus of operation of equipment and organisational operating procedures</li> <li>b.3. impact of job on enterprise and individual performance</li> <li>b.4. application of relevant industrial requirements</li> <li>b.5. identification and correct use of equipment, processes and procedures used within context of the job</li> <li>b.6. use of equipment and software appropriate for work role</li> <li>b.7. eye hand coordination.</li> </ul>
10. Resource implications	b. Access to keyboard, software and related work requirements
11. Consistency in performance	<p>f. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>f.1. establishing plans</li> <li>f.2. describing consequences</li> <li>f.3. completing tasks</li> <li>f.4. identifying improvements</li> <li>f.5. applying safety precautions relevant to the task</li> <li>f.6. saves documents regularly</li> <li>f.7. proof reads for accuracy</li> <li>f.8. uses paper and software processes efficiently.</li> </ul> <p>g. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>g.1. hazard policies and procedures including Codes of Practice</li> <li>g.2. issue resolution procedures</li> <li>g.3. job procedures and work instructions</li> <li>g.4. relevant guidelines relating to the use of equipment</li> <li>g.5. quality assurance procedures (where existing)</li> <li>g.6. security procedures</li> <li>g.7. following recognised housekeeping processes</li> <li>g.8. waste, pollution and recycling management processes</li> </ul> <p>h. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>i. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>j. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
12. Context for assessment	b. Assessment may occur on the job or in a simulated workplace

### 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:**

Use computers as part of work processes

ELEMENT	PERFORMANCE CRITERIA
<p>4. Identify computer system and software application for work role</p>	<p>d. Computer equipment input system and software are identified</p> <p>e. Applications for warehouse activities of the different computerised equipment and related software are explained</p> <p>f. Equipment is set up for work requirements in accordance with enterprise procedures and manufacturer's guidelines</p>
<p>5. Input, store and retrieve data</p>	<p>d. Data is entered using appropriate signal equipment, keyboard/mouse or other system</p> <p>e. Data is manipulated to suit work requirements and checked for accuracy</p> <p>f. Data is filed and retrieved following enterprise policies</p>
<p>6. Implement workplace procedures for management and security of data</p>	<p>c. Security procedures are followed as required</p> <p>d. Information systems are managed within enterprise procedures and manufacturer's guidelines.</p>

## Range of Variables

### USE INFO-TECHNOLOGY DEVICES IN THE WORKPLACE

VARIABLE	SCOPE
6. General context	<ul style="list-style-type: none"> <li>f. Work is performed under some supervision, generally within a team environment</li> <li>g. Customers may be internal or external</li> <li>h. Enterprises may comprise large, medium or small worksites</li> <li>i. Work may be undertaken in various work environments</li> <li>j. Equipment may be used for stock management, information storage, invoicing, payments, manifests or work organisation.</li> </ul>
7. Worksite environment may include	<ul style="list-style-type: none"> <li>d. Operations conducted by day or night</li> <li>e. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>f. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
8. Sources of information/documents may include	<ul style="list-style-type: none"> <li>o. Goods identification numbers and codes</li> <li>p. Manifests</li> <li>q. Manufacturer's specifications</li> <li>r. Enterprise operating procedures</li> <li>s. Supplier and/or client instructions</li> <li>t. Materials safety data sheets</li> <li>u. Codes of Practice</li> <li>v. Regulations</li> <li>w. Award, Enterprise Bargaining Agreement other agreed industrial arrangements</li> <li>x. Standards and certification requirements</li> <li>y. Quality assurance procedures</li> <li>z. Phone, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>aa. Bar codes</li> <li>bb. Radio Frequency Devices</li> </ul>
9. Workplace context may include	<ul style="list-style-type: none"> <li>d. Work organisation procedures and practices</li> <li>e. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>e.1. workplace agreements and awards</li> <li>e.2. occupational health &amp; safety</li> <li>e.3. State, Federal or Territory Legislation</li> </ul> </li> <li>f. Consultative processes involving               <ul style="list-style-type: none"> <li>f.1. staff members</li> <li>f.2. management</li> <li>f.3. union representatives</li> <li>f.4. industrial relations, Occupational Health and Safety specialists</li> <li>f.5. other professional or technical staff</li> </ul> </li> </ul>
10. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>j. Occupational Health &amp; Safety</li> <li>k. Workplace Relations</li> <li>l. Workers Compensation</li> <li>m. Water and Road use and license arrangements</li> <li>n. License, Patent or copyright arrangements</li> <li>o. Dangerous goods and air freight regulations</li> <li>p. Export/Import/Quarantine/Bond requirements</li> <li>q. Environmental Protection Legislation</li> <li>r. Emergency Procedures</li> </ul>

## Evidence Guide

### USE INFO- TECHNOLOGY DEVICES IN THE WORKPLACE

7. Critical aspects of evidence to be considered	<p>b. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>b.1. locate, interpret and apply relevant information</li> <li>b.2. provide customer/client service</li> <li>b.3. work effectively with colleagues</li> <li>b.4. convey information in written and oral form, in forms appropriate for work group members and management</li> <li>b.5. maintain workplace records</li> <li>b.6. promote and monitor continuous improvement processes</li> <li>b.7. encourage participation of others in planning and monitoring activities</li> <li>b.8. identify problems and opportunities</li> <li>b.9. develop employees to achieve required business objectives</li> <li>b.10. Use computerised equipment to input, access and extracting information relevant to work activities</li> </ul>
8. Interdependent assessment of units	<p>b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
9. Required knowledge and skills	<p>b. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>b.1. site layout</li> <li>b.2. focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>b.3. impact of job on enterprise and individual performance</li> <li>b.4. application of relevant industrial or other legislative requirements</li> <li>b.5. identification and correct use of equipment, processes and procedures</li> <li>b.6. modifying activities dependant on differing workplace contexts and environment</li> <li>b.7. equipment use procedures for fault identification and rectification</li> </ul>
10. Resource implications	<p>b. Access to computerised equipment and work requiring computer operations</p>
11. Consistency in performance	<p>g. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>g.1. establishing plans</li> <li>g.2. describing consequences</li> <li>g.3. completing tasks</li> <li>g.4. identifying improvements</li> <li>g.5. applying safety precautions relevant to the task</li> </ul> <p>h. Equipment is maintained and handled to workplace requirements. Work is conducted effectively using appropriate sequences and procedures</p> <p>i. Shows evidence of application of relevant workplace procedures including</p> <ul style="list-style-type: none"> <li>i.1. hazard policies and procedures including Codes of Practice</li> <li>i.2. issue resolution procedures</li> <li>i.3. job procedures and work instructions</li> <li>i.4. relevant guidelines relating to the use of equipment</li> <li>i.5. quality assurance procedures (where existing)</li> <li>i.6. security procedures</li> <li>i.7. following recognised housekeeping processes</li> <li>i.8. waste, pollution and recycling management processes</li> </ul> <p>j. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>k. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>l. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
12. Context for assessment	<p>b. Assessment may occur on the job or in a simulated workplace</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	2	2	2



**DESCRIPTION:**

The application of workplace policies and procedures to the planning of and conduct of work and self management within a workplace environment

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify major zones of the workplace, in terms of functions, organisational structures &amp; occupation</p>	<ul style="list-style-type: none"> <li>a. Layout of the workplace, the flow of goods and the work activities conducted in each zone are identified</li> <li>b. Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined</li> <li>c. The types of storage facilities in the workplace, their purpose and (any) risk factors attached to them is identified</li> <li>d. Equipment and technology used in the workplace is outlined in terms of function and physical characteristics</li> <li>e. Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties</li> </ul>
<p>2. Organise and accept responsibility for own workload</p>	<ul style="list-style-type: none"> <li>a. Priorities and deadlines are established in consultation with others (as appropriate) and recorded</li> <li>b. Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected</li> <li>c. Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions</li> <li>d. Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff</li> <li>e. Additional support to improve work is communicated clearly to appropriate personnel</li> </ul>
<p>3. Apply ethical practices</p>	<ul style="list-style-type: none"> <li>a. Workplace procedures, regulations and legislation appropriate to the position are identified and followed</li> <li>b. Commitments and undertakings to clients, colleagues and supervisors are met</li> <li>c. Required confidentiality is maintained</li> <li>d. Appropriate codes of acceptable and ethical work practices are applied</li> <li>e. Workplace security policies are identified including the relationship to personal job role</li> </ul>
<p>4. Receive and act constructively on personal feedback</p>	<ul style="list-style-type: none"> <li>a. Suggestions on ways to improve work are sought regularly from appropriate personnel</li> <li>b. Feedback is acted upon as required to improve work performance</li> </ul>
<p>5. Participate in identifying and meeting own learning needs</p>	<ul style="list-style-type: none"> <li>a. Operations of the workplace, workplace equipment and focus of endeavour identified</li> <li>b. Organisational structure, career paths and training opportunities appropriate to the enterprise are identified</li> <li>c. Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements</li> <li>d. Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others</li> </ul>
<p>6. Plan and organise a personal daily routine</p>	<ul style="list-style-type: none"> <li>a. Daily routine is planned to take into account rosters, industrial agreements and workplace procedures</li> <li>b. Clarification of requirements of tasks is sought when appropriate</li> <li>c. Achievable time and other performance measures are agreed</li> <li>d. Tasks are completed with variations to plan identified and reported</li> </ul>

## Range of Variables

### COMPLETE INDUCTION PROCEDURES

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> </ul>
2. Worksite environment may include	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work may be conducted in enclosed spaces, exposed conditions and controlled or open environment.</li> <li>c. Exposure may be to chemicals, and other harmful substances, movements of equipment, goods, vehicles</li> </ul>
3. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Manufacturer's specifications</li> <li>d. Enterprise operating procedures</li> <li>e. Supplier and/or client instructions</li> <li>f. Materials safety data sheets</li> <li>g. Codes of Practice</li> <li>h. Regulations</li> <li>i. Award, Enterprise Bargaining Agreement other agreed industrial arrangements</li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Phone, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>m. Workplace communications</li> <li>n. Unions and industry newsletters</li> <li>o. Training materials</li> </ul>
4. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, OH&amp;S specialist</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/Territory/Commonwealth regulations and legislation may include	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Export/Import/Quarantine/Bond requirements.</li> </ul>

## Evidence Guide

### COMPLETE INDUCTION PROCEDURES

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <p>a.1. locate, interpret and apply relevant information</p> <p>a.2. provide customer/client service and work effectively with others</p> <p>a.3. convey information in written and oral form</p> <p>a.4. maintain workplace records</p> <p>a.5. use workplace colloquial and technical language and communication technologies in the workplace context</p> <p>a.6. 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.</p> <p>a.7. describe enterprise operating principles and requirements for workplace documentation</p> <p>a.8. identify workplace structure and roles and responsibilities of the individuals authority systems and contacts</p> <p>a.9. follow workplace procedures and ethical requirements relevant to the position</p> <p>a.10. describe employee and employer obligations under award, employment contract, occupational health and other legislation in relation to engagement, working times and conditions, dismissal and discipline</p> <p>a.11. identify enterprise products and services</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <p>a.1. site layout</p> <p>a.2. focus of operation of work systems, equipment, management and site operating systems</p> <p>a.3. relationships and requirements of work and operating systems in respect of related systems</p> <p>a.4. potential career paths and opportunities for training and advancement</p> <p>a.5. impact of trends in employment and business in general on the individual and the enterprise</p> <p>a.6. sources of information on laws impacting the industry and economic and social trends which will impact on the enterprise and individual</p> <p>a.7. work flow within the enterprise and within the scope of the individuals position</p>
4. Resource implications	a. Access to workplace structures and policies
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <p>a.1. establishing plans</p> <p>a.2. describing consequences</p> <p>a.3. completing tasks</p> <p>a.4. identifying improvements</p> <p>a.5. applying safety precautions relevant to the task</p> <p>b. Opportunities for learning on and off the job taken and used advantageously</p> <p>c. Shows evidence of application of relevant workplace procedures including</p> <p>c.1. hazard policies and procedures including Codes of Practice</p> <p>c.2. issue resolution procedures</p> <p>c.3. job procedures and work instructions</p> <p>c.4. relevant guidelines relating to the use of equipment</p> <p>c.5. quality assurance procedures (where existing)</p> <p>c.6. security procedures</p> <p>c.7. following recognised housekeeping processes</p> <p>c.8. waste, pollution and recycling management processes</p> <p>d. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</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 completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

### 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	3	2	1	1	1



**DESCRIPTION:**

Employees engaged in inducting employees to the workplace

ELEMENT	PERFORMANCE CRITERIA
1. Outline the relationship between employee and the company	<ul style="list-style-type: none"> <li>a. Employee is greeted and introduced to key personnel and areas in the workplace</li> <li>b. Enterprise objectives, operating systems and organisational structures are explained</li> <li>c. The relationship between the employees position and the organisational structure and objectives is identified</li> <li>d. Required Occupational Health and Safety, workplace procedures and employment conditions are described</li> <li>e. Sources of information and assistance for the employee are identified</li> </ul>
2. Establish requirements of position	<ul style="list-style-type: none"> <li>a. Job role</li> <li>b. Responsibilities and reporting relationships explained</li> <li>c. Immediate work colleagues introduced</li> <li>d. Workplace facilities and lay-out are shown to the employee</li> <li>e. Initial training in relevant Occupational Health and Safety, equipment and work systems provided</li> <li>f. Opportunities for the employee to clarify concerns and ask questions encouraged</li> <li>g. Training opportunities for the development of the individuals job role</li> <li>h. Expectations are clarified</li> </ul>
3. Complete relevant workplace documentation	<ul style="list-style-type: none"> <li>a. Enterprise personnel records are completed</li> <li>b. Tax declaration and other relevant documentation checked for compliance with requirements</li> <li>c. Employee requested for any additional information and notes taken of any required additional actions</li> <li>d. Company specific workplace documentation (if applicable) is submitted to appropriate personnel</li> <li>e. Requirements of territory/state/federal legislation on equal employment opportunity, sexual harassment and anti-discrimination is explained</li> </ul>

## Range of Variables

### CONDUCT INDUCTION PROCESS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work may be performed under some supervision, generally within a team/group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in warehousing, storage and distribution</li> </ul>
2. Worksite environment may include :	<ul style="list-style-type: none"> <li>a. Operations conducted by day or night</li> <li>b. Work conducted in restricted spaces or exposed conditions or controlled or open environments</li> <li>c. Exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles</li> </ul>
3. Sources of information/documents may include:	<ul style="list-style-type: none"> <li>a. Goods identification numbers and codes</li> <li>b. Manifests</li> <li>c. Picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>d. Manufacturer's specifications</li> <li>e. Company operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Materials safety data sheets</li> <li>h. Phone, Electronic Data Interchange, fax, e-mail, Internet, radio, oral, aural or signed communications</li> <li>i. Codes of Practice</li> <li>j. Legislation and Regulations</li> <li>k. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> </ul>
4. Workplace context may include:	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> </ul> </li> </ul>
5. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to:	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Emergency Procedures</li> </ul>

## Evidence Guide

### COMPLETE INDUCTION PROCESS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer/client service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain workplace records</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. focus of operation of work systems, equipment, management and site operating systems</li> <li>a.2. application of relevant industrial and legislative requirements</li> <li>a.3. requirements for the employee's new position and working relationships</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Employee(s) for induction</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Application of knowledge and skills to:</li> <li>b. establishing plans</li> <li>c. describing consequences</li> <li>d. completing tasks</li> <li>e. identifying improvements</li> <li>f. applying safety precautions relevant to the task</li> <li>g. Shows evidence of application of relevant workplace procedures including               <ul style="list-style-type: none"> <li>g.1. hazard policies and procedures including Codes of Practice:</li> <li>g.2. emergency, fire and accident procedures</li> <li>g.3. the use of personal protective clothing and equipment conforming to industry standards according to the nature of the task</li> <li>g.4. hazard identification</li> <li>g.5. issue resolution procedures</li> <li>g.6. job procedures and work instructions</li> <li>g.7. relevant guidelines relating to the safe use of machinery and equipment including the tagging of unserviceable or damaged items</li> <li>g.8. quality assurance procedures (where existing)</li> <li>g.9. security procedures</li> <li>g.10. following recognised housekeeping processes</li> <li>g.11. waste, pollution and recycling management processes</li> </ul> </li> <li>h. Action taken promptly-accidents and incidents reported following enterprise procedures</li> <li>i. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>j. Work completed systematically with attention to detail and without damage of goods, equipment or personnel</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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	3	1	2	2





**DESCRIPTION:**

Skills and knowledge required to perform a range of routine administrative tasks

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

## Range of Variables



VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work within the Transport and Distribution industry</li> <li>b. Work is performed under supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Requirements for work may include:               <ul style="list-style-type: none"> <li>f.1. site restrictions and procedures</li> <li>f.2. use of safety and personal protection equipment</li> <li>f.3. communications equipment</li> <li>f.4. hours of operations</li> <li>f.5. security procedures</li> <li>f.6. relevant regulations</li> </ul> </li> <li>g. Consultative processes may involve:               <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. suppliers, potential customers and existing clients</li> <li>g.3. relevant authorities</li> <li>g.4. management and union representatives</li> <li>g.5. Occupational Health and Safety specialists,</li> <li>g.6. other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Operations manuals, job specifications and procedures and induction documentation</li> <li>b. Competency standards and training materials</li> <li>c. Manufacturer's/client specifications, instructions and labelling advice including materials safety data sheets</li> <li>d. Workplace operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Australian and International standards, criteria and certification requirements</li> <li>g. Communications technology equipment, oral, aural or signed communications</li> <li>h. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning:               <ul style="list-style-type: none"> <li>– Occupational Health &amp; Safety</li> </ul> </li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures</li> <li>k. Emergency procedures</li> <li>l. International transport regulations, codes and procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Mail items may include: bulk quantities, single items, letters, facsimilies, e-mails, etc.</li> <li>b. Receival and despatch processes for internal and external mail/documents/messages follow enterprise processes and procedures</li> </ul>

**COMPLETE ROUTINE ADMINISTRATIVE TASKS**

1. Critical aspects of evidence to be considered	a. Assessment must confirm appropriate knowledge and skills to: 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 enterprise records and documentation
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	a. Display of the following knowledge and skills in terms of job role or function: a.1. use of a range of office equipment including telephone, computer systems for e-mail retrieval and despatch, facsimile machine, photocopier, answering and intercom systems a.2. implications of OHS/OSH legislation and codes of practice a.3. operational procedures for the receipt, transfer and storage of documents and files a.4. application of customer service policies and procedures a.5. site/area layout
4. Resource implications	a. Access to a range of routine office administrative tasks and equipment
5. Consistency in performance may include	a. Establishes effective working relationships with colleagues b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment c. Effectively negotiates to resolve issues and problems d. Uses organisational structures effectively to complete work operations e. Demonstrates consistency of performance over time and in a range of contexts f. Shows evidence of application of relevant workplace procedures including: f.1. codes of practice, hazard policies and procedures f.2. issue resolution procedures f.3. job procedures and work instructions f.4. guidelines relating to the safe use of machinery and equipment f.5. quality assurance procedures (where existing) f.6. security procedures f.7. housekeeping processes f.8. waste, pollution and recycling management processes g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

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

Unit TDT L9 98A **MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL DEVELOPMENT**

Field L Resource Management

**DESCRIPTION:**

**Skills and knowledge required to manage personal performance and professional development within the context of the organisation**

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

## Range of Variables

### MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1. other employees and supervisors</li> <li>b.2. customers and suppliers</li> <li>b.3. management and union representatives</li> <li>b.4. industrial relations, Occupational Health and Safety specialists</li> <li>b.5. other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of:	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1. enterprise policies and procedures</li> <li>a.2. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3. quality assurance procedures (where existing)</li> <li>a.4. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>b. Relevant agreements, codes of practice and other legislative requirements</li> <li>c. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>h.1. workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:               <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>i.2. Workplace Relations</li> <li>i.3. Workers Compensation</li> <li>i.4. Hazardous substances and dangerous goods</li> <li>i.5. Environment Protection</li> <li>i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Work priorities and professional development are directed at maximising achievement of the individual in accordance with the enterprises objectives and strategic plans</li> </ul>

## Evidence Guide

### MANAGE PERSONAL WORK PRIORITIES AND PROFESSIONAL

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>a.1. assess own performance</li> <li>a.2. manage own work to achieve organisational goals and required results</li> <li>a.3. manage competing priorities to achieve personal and organisational goals and results</li> <li>a.4. develop a clear set of work goals</li> <li>a.5. seek feedback and act on constructive advice</li> <li>a.6. develop constructive responses when confronted with problems</li> <li>a.7. identify requirements of tasks and organise planning, job completion and evaluation stages</li> <li>a.8. research, interpret and apply relevant information</li> <li>a.9. provide customer/client service and work effectively with others</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. competencies required to increase participation in the planning and development organisation</li> <li>a.2. appropriate learning methods to maintain current competence or develop new competencies</li> <li>a.3. resource availability including the competencies of individuals in the team / group</li> <li>a.4. coaching and mentoring approaches to support team members to share knowledge and skills</li> <li>a.5. enterprise business policies and plans including procedures for undertaking professional development</li> <li>a.6. selection and appropriate application of technology, information systems and procedures</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Activities to reflect and promote personal competence</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Monitoring own performance and identifying means to improve personal</li> <li>c. Decisions are made within responsibility and authority</li> <li>d. Modifies activities to cater for variations in workplace contexts and environment</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</li> <li>g. Consistently considers when allocating tasks :               <ul style="list-style-type: none"> <li>g.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</li> <li>g.2. enterprise policies including issue resolution and grievance procedures</li> <li>g.3. integrates culturally diverse viewpoints into own values system</li> </ul> </li> <li>h. Uses consultative approaches to implement and evaluate performance management systems, training and goal achievement</li> <li>i. <b>Organisational performance is improved through improved access to and utilisation of training and development</b></li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines</li> </ul>

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

Unit TDT L10 98A ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

Field L Resource Management

**DESCRIPTION:**  
**Skills and knowledge required to assess, negotiate and confirm transport requirements with customers**

ELEMENT	PERFORMANCE CRITERIA
19. Assess goods/stock to be transported	<ul style="list-style-type: none"> <li>a. Customer service parameters are followed in accordance with enterprise procedures</li> <li>b. In consultation with customer determine:               <ul style="list-style-type: none"> <li>b.1. the type of goods to be transported</li> <li>b.2. the load characteristics including perishability, spoilage, fragility, compatibility</li> <li>b.3. the packing and stowing requirements for the load</li> <li>b.4. the aggregate capacity of load to be transported</li> </ul> </li> <li>c. Regulatory and/or specific requirements for load shipment are identified</li> <li>d. Specific load handling characteristics/requirements are identified</li> <li>e. Task requirements are matched to enterprise capability and operational focus</li> </ul>
20. Determine transit requirements	<ul style="list-style-type: none"> <li>m. Applicable transportation modes are matched for customers geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements</li> <li>n. Required pick-up and destination point(s) are identified and assessed for safe access and operation</li> <li>o. Specified transit times and routes are identified and agreed with customer</li> <li>p. Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness</li> <li>q. Risk assessment of transport service is undertaken in accordance with enterprise policy and procedures</li> </ul>
21. Complete documentation	<ul style="list-style-type: none"> <li>a. Decisions for proceeding with task are undertaken or referred in (in accordance with workplace procedures) within scope of authority</li> <li>b. Parameters of service requirements for the enterprise and customer are documented</li> <li>c. Quotations for services/specifications are itemised and documented</li> <li>d. Legislative, insurance or specific conditions for load transport are recorded</li> </ul>

## Range of Variables

### ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

VARIABLE	SCOPE
21. Workplace context	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in the Warehousing, Storage Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1 other employees and supervisors</li> <li>b.2 customers and suppliers</li> <li>b.3 management and union representatives</li> <li>b.4 industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
22. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
23. Work activities require the application of:	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1 company policies and procedures</li> <li>a.2 guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3 quality assurance procedures (where existing)</li> <li>a.4 responding to and reporting of accidents and incidents within regulatory requirements and company procedures</li> </ul> </li> <li>b. Relevant agreements, codes of practice and other legislative requirements</li> <li>c. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
24. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or company work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>h.1 workplace agreements and awards</li> <li>h.2 occupational health &amp; safety procedures</li> <li>h.3 Applicable State, Territory, Commonwealth legislative framework concerning:</li> <li>h.4 Occupational Health &amp; Safety</li> <li>h.5 Workplace Relations</li> <li>h.6 Transport Acts and regulations, Codes of Practice, Local Government By-Laws</li> <li>h.7 Hazardous substances and dangerous goods</li> <li>h.8 Environment Protection</li> </ul> </li> <li>i. Standards and certification requirements</li> <li>j. Australian Dangerous Goods Code</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> <li>m. Transport routes, timetables</li> </ul>
25. Unit specific factors	<ul style="list-style-type: none"> <li>a. Consignments may be palletized, containerized, packaged or loose and in gas, liquid or solid form</li> <li>b. Special requirements may involve: temperature controlled stock, live stock, dangerous goods, hazardous substances, specific security arrangements, oversize loads.</li> <li>c. Decisions to provide service to customer is undertaken within scope of authority</li> <li>d. Decisions should reflect the scope of the organisation to undertake the task, and/or to outsource some or all of task</li> </ul>



## Evidence Guide

### ASSESS AND CONFIRM CUSTOMER TRANSPORT REQUIREMENTS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1 apply leadership skills to the completion of transport projects including the assessment of tasks, and facilitation of planning processes</p> <p>a.2 manage own work to achieve organisational goals and required results</p> <p>a.3 suggest improvements to transport operations and negotiate changes to improve service delivery</p> <p>a.4 mediate and resolve issues surrounding service operations maximising positive outcomes for the organisation and for customers</p> <p>a.5 apply techniques to encourage appropriate participation of team / group members and external organisations or individual with relevant expertise</p> <p>a.6 identify requirements of tasks and organise planning, job completion and evaluation stages</p> <p>a.7 locate, interpret and apply relevant information</p> <p>a.8 provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role. Related units may include Plan Transport Logistics, Implement and monitor transport logistics</p>
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1 focus of operation of quotation/specification systems, resources, management and workplace operating systems</p> <p>a.2 identification and assessment of appropriate transport mode(s)</p> <p>a.3 resource availability and capability</p> <p>a.4 company business policies and plans</p> <p>a.5 selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	<p>a. Transport projects requiring execution</p> <p>b. Enterprise quotation and assessment systems</p> <p>c. Access to resource database</p>
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in any service provision or design</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently considers when allocating tasks :</p> <p>f.1 competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</p> <p>f.2 company policies including issue resolution and grievance procedures</p> <p>g. Uses consultative approaches to implement and evaluate performance</p> <p>h. Organisational performance is improved through improved access to and utilisation of technology support systems and equipment</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines</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	3	2	3	3	3

Unit TDT L21 98A COORDINATE THE ERECTION AND DISMANTLING OF TEMPORARY STORAGES

Field L Resource Management

**DESCRIPTION:**

**Skills and knowledge required to co-ordinate the erection and dismantling of temporary storages**

ELEMENT	PERFORMANCE CRITERIA
22. Plan for erection of temporary storage	<ul style="list-style-type: none"> <li>y. Plans, storage specifications, assembly details and erection sequence are obtained and examined for accuracy to meet intended storage requirements</li> <li>z. Engineering drawings, computations and instructions are obtained from qualified persons where required</li> <li>aa. Local and State authority approvals for the construction of the storage are obtained</li> <li>bb. Labour and equipment requirements for the construction of the storage area is organised and schedules in accordance with erection sequence</li> </ul>
23. Erect temporary storage	<ul style="list-style-type: none"> <li>a. Foundations and earth-works for temporary storage are prepared to enterprise instructions and specification</li> <li>b. Structural and storage components are assembled and placed to enterprise instructions and specifications</li> <li>c. Protective sheeting (floor and wall) is placed and sealed/sewn to enterprise specifications</li> <li>d. Material is placed into the temporary storage to specification and in accordance with site procedures</li> <li>e. Grain protection measures are implemented in accordance with enterprise requirements</li> <li>f. Labour and equipment is coordinated for timely and efficient completion of work</li> </ul>
g. Dismantle temporary storage after outloading	<ul style="list-style-type: none"> <li>e. Procedures for the dismantling of temporary storage, including sequencing of process, are confirmed with qualified personnel</li> <li>f. Labour and equipment requirements for the dismantling of the temporary storage area is organised and scheduled</li> <li>g. Material is removed from storage to enterprise procedures</li> <li>h. Protective sheeting (floor and wall) is dismantled and folded for future use or disposed of in accordance with enterprise procedures</li> <li>i. Structural components are disassembled, transported and stacked to enterprise instructions</li> <li>j. Labour and equipment is coordinated for timely and efficient completion of work</li> </ul>

## Range of Variables

### ERECT AND DISMANTLE TEMPORARY STORAGES

VARIABLE	SCOPE
18. Workplace context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments involved in Transport, Distribution and related industries</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Requirements for work may include:               <ul style="list-style-type: none"> <li>f.1. site restrictions and procedures</li> <li>f.2. assembly and disassembly of temporary storages</li> <li>f.3. use of safety and personal protection equipment</li> <li>f.4. communications/recording equipment</li> <li>f.5. authorities and permits</li> <li>f.6. emergency procedures</li> </ul> </li> <li>g. Consultative processes may involve:               <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. suppliers, potential customers and existing clients</li> <li>g.3. relevant authorities</li> <li>g.4. management and union representatives</li> <li>g.5. Occupational Health and Safety specialists</li> <li>g.6. maintenance, professional or technical staff</li> </ul> </li> </ul>
19. Sources of information / documents may include	<ul style="list-style-type: none"> <li>xx. Operations manuals, job specifications and procedures</li> <li>yy. Induction documentation</li> <li>zz. Competency standards and training materials</li> <li>aaa. Manufacturer's specifications and instructions</li> <li>bbb. Materials safety data sheets</li> <li>ccc. Workplace operating procedures and policies</li> <li>ddd. Supplier and/or client instructions</li> <li>eee. Australian and International standards, criteria and certification requirements</li> <li>fff. Communications technology equipment, oral, aural or signed communications</li> <li>ggg. Occupational health &amp; safety procedures</li> <li>hhh. Dangerous goods and hazardous substances</li> <li>iii. Legislation regarding use of fumigants/poisons</li> <li>jjj. Environment Protection Legislation</li> <li>kkk. Standards and certification requirements</li> </ul> <p><b>III. Quality assurance procedures</b></p> <p><b>mmm. Emergency procedures</b></p>
20. Unit specific factors	<ul style="list-style-type: none"> <li>x. Types of temporary storages may include: concrete side wall sites, earth wall sites, two way sites, timber and/or steel prefabricated wall sites, concrete floors, compacted earth or fill floors, sites segregated for different commodities</li> <li>y. The unit requires individuals to co-ordinate and organise the construction and dismantling of temporary storages from working drawings and erection specifications</li> </ul>

## Evidence Guide

### ERECT AND DISMANTLE TEMPORARY STORAGES

19. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills in relation to:</p> <ul style="list-style-type: none"> <li>a.1. planning for erection and dismantling of temporary storage</li> <li>a.2. co-ordination of resources including labour, equipment and material</li> <li>a.3. correct handling techniques</li> <li>a.4. implementing grain protection measures</li> <li>a.5. use of appropriate communication strategies and equipment</li> <li>a.6. locating, interpreting and applying relevant information</li> <li>a.7. procedures for loading and unloading of grain</li> </ul>
20. Interdependent assessment of units	d. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
21. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <ul style="list-style-type: none"> <li>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>a.2. implications of OHS/OSH legislation and codes of practice</li> <li>a.3. emergency response procedures</li> <li>a.4. storage and safe handling procedures</li> <li>a.5. environmental control and disposal activities</li> <li>a.6. range of construction methods</li> <li>a.7. planning own work including predicting consequences and identifying improvements</li> <li>a.8. grain protection measures</li> <li>a.9. commodity types, varieties and grades</li> </ul>
22. Resource implications	<p>a. Access to:</p> <ul style="list-style-type: none"> <li>a.1. activities requiring construction/dismantling of temporary storages</li> <li>a.2. relevant plans, documentation, building procedures and the like</li> <li>a.3. enterprise procedures and statutory requirements</li> <li>a.4. storage facilities and various grain types</li> <li>a.5. records maintenance systems</li> </ul>
23. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
24. Context for assessment	f. Assessment may occur on the job or in a simulated workplace

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	3	2	2	2

Unit TDT M1 97A PREPARE FOR TRAINING (CATEGORY 1)

Field M Training

**DESCRIPTION:**

**Skills and knowledge required to plan for the training of individuals or small groups when structured training is not a major part of the employee's job role**

ELEMENT	PERFORMANCE CRITERIA
1. Confirm the need for training	<ul style="list-style-type: none"> <li>a. The specific training need is identified or advised by appropriate personnel</li> <li>b. The specific training need is confirmed with appropriate personnel</li> <li>c. The training objectives reflect the specific training need</li> </ul>
2. Plan and document training session	<ul style="list-style-type: none"> <li>a. Training outcomes are clearly stated</li> <li>b. Steps in the training session follow a logical sequence                             <ul style="list-style-type: none"> <li>b.1. the training outcomes</li> <li>b.2. employee characteristics</li> <li>b.3. availability of equipment and resources</li> </ul> </li> <li>c. Plans for skills practice by employees are made</li> <li>d. Tools, equipment and other resources required are identified</li> <li>e. Provision for monitoring employees progress is made</li> <li>f. Evidence required for assessment and how it will be collected is stated</li> </ul>
3. Arrange location and resources	<ul style="list-style-type: none"> <li>a. Resources required for training are identified and approved by appropriate personnel</li> <li>b. Suitable locations for the training are arranged</li> <li>c. The equipment, tools and other resources required are available when needed</li> <li>d. Arrangements are made with any people who are required to help in the training session or in the follow-up to the training session</li> <li>e. The training environment is arranged to simulate work tasks</li> </ul>
4. Notify employees	<ul style="list-style-type: none"> <li>a. Employees are notified of the purpose, like outcomes, time and place of the training session</li> <li>b. Employees' supervisor(s) are notified of the time and place of the training and of any other requirements for the training session</li> </ul>

## Range Of Variables

### PREPARE FOR TRAINING (CATEGORY 1)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Work is performed under some supervision, generally within a team environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Work may be undertaken in various work environments</li> <li>e. Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, good, vehicles</li> </ul>
2. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Codes of Practice</li> <li>g. Legislation and Regulations</li> <li>h. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures</li> </ul>
3. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. state, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve:               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. Management</li> <li>c.3. Union representatives</li> <li>c.4. Industrial relations, Occupational Health and Safety specialists</li> <li>c.5. Other professional or technical staff</li> </ul> </li> </ul>
4. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Equal Employment and Equal Employment Opportunity legislation</li> <li>j. State/Territory Training Authority Legislation and Regulations</li> <li>k. Emergency Procedures</li> </ul>

## Evidence Guide

### PREPARE FOR TRAINING (CATEGORY 1)

13. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. support learning of self and others</li> <li>a.3. work effectively with others</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. explain requirements for the training and provide individualised help to promote learning</li> <li>a.7. explain to others the need for training, the outline of the training session and intended outcomes of the training</li> <li>a.8. select training method and locations</li> <li>a.9. recognises individual differences in employees undertaking training and adjust training strategy to suit</li> <li>a.10. plan (in writing) training session</li> </ul> </li> </ul>
14. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function particularly <i>Deliver Training</i>
15. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. competency in the units being taught</li> <li>a.2. familiarity with the workplace application of the related units of competency for this training and any pre-requisite units</li> <li>a.3. communication skills appropriate for the explanation and oral questioning of employees undertaking training</li> <li>a.4. application of relevant industrial requirements</li> </ul> </li> </ul>
16. Resource implications	a. Access to appropriate units of competency, facilities and potential target audience
17. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when:               <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. identifying improvements</li> <li>a.3. organising training site and any equipment requirements</li> <li>a.4. providing feedback to employee undertaking training and relevant supervisory personnel</li> </ul> </li> <li>b. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>b.1. hazard policies and procedures including Codes of Practice</li> <li>b.2. job procedures and work instructions</li> <li>b.3. quality assurance procedures (where existing)</li> <li>b.4. security procedures</li> </ul> </li> <li>c. Action taken promptly – accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</li> <li>d. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</li> <li>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</li> </ul>
18. Context for assessment	c. Assessment may occur on the job or in a simulated workplace

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	2	2

**DESCRIPTION:**

Deliver training on an individual basis or to small groups when structured training is not a major part of the employee's job role

ELEMENT	PERFORMANCE CRITERIA
1. Prepare employees	<ul style="list-style-type: none"> <li>a. The objectives of the training session are explained and discussed with the employees</li> <li>b. The sequence of activities to be followed in the training session is explained to employees</li> <li>c. Employees are made aware of the work application of the skill or job being taught</li> <li>d. Any barriers to the performance of the required competencies being taught are identified and discussed with employees</li> <li>e. The assessment process, reasons and desired outcomes are explained to employees</li> </ul>
2. Instruct employees	<ul style="list-style-type: none"> <li>a. A systematic approach is taken to instruction, taking into account                             <ul style="list-style-type: none"> <li>a.1. explanation</li> <li>a.2. demonstration</li> <li>a.3. review</li> <li>a.4. employee responses</li> <li>a.5. employee demonstration</li> <li>a.6. feedback</li> </ul> </li> <li>b. Instruction process is revised and modified as necessary to meet the employee's learning needs</li> <li>c. Employees are encouraged by positive comments from the trainer</li> <li>d. Feedback during instruction is designed to help employees learn from their mistakes</li> <li>e. Employees are encouraged and guided to evaluate their own performance and diagnose it for improvement</li> </ul>
3. Provide opportunities for practice	<ul style="list-style-type: none"> <li>a. Practice opportunities are provided according to the specific learning situation and the training objectives</li> <li>b. Constructive feedback and reinforcement are provided during practice</li> <li>c. Employees' readiness for assessment is monitored</li> </ul>
4. Confirm employee has reached required standard of performance	<ul style="list-style-type: none"> <li>a. Evidence of satisfactory performance by the employee is collected in accordance with the training session plan</li> <li>b. The employee is advised when they have reached the required standard of performance</li> <li>c. Other appropriate personnel are advised that the employee has reached the required standard of performance</li> </ul>



## Range of Variables

### DELIVER TRAINING (CATEGORY 1)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Training may be for single employees or small groups</li> <li>b. Training delivery may be on the job or in a simulated setting</li> <li>c. Work is performed under some supervision, generally within a team environment</li> <li>d. Customers may be internal or external</li> <li>e. Enterprises may comprise large, medium or small worksites</li> <li>f. Work may be undertaken in various work environments</li> <li>g. Training may be involved with Work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</li> <li>h. Operations conducted by day or night</li> </ul>
2. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Codes of Practice</li> <li>g. Legislation and Regulations</li> <li>h. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures.</li> </ul>
3. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> <li>c.6. registered training provider personnel</li> </ul> </li> </ul>
4. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Equal Employment and Equal Employment Opportunity Legislation</li> <li>j. State/Territory Training Authority Legislation and Regulations</li> <li>k. Emergency Procedures</li> </ul>

## Evidence Guide

### DELIVER TRAINING (CATEGORY 1)

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. support learning of self and others</li> <li>a.3. work effectively with others</li> <li>a.4. convey information in written and oral form</li> <li>a.5. maintain workplace records</li> <li>a.6. follow the (written) plan to conduct the training making appropriate adjustments for context and participant(s)</li> <li>a.7. provide practical demonstrations as part of the explanation process</li> <li>a.8. reinforce consistent application by participants of desirable attributes</li> <li>a.9. encourage practice and feedback from participants</li> <li>a.10. assist participants to access required information and use it to inform learning</li> </ul>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function particularly <i>Prepare for Training</i></p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <ul style="list-style-type: none"> <li>a.1. competency in the units being taught</li> <li>a.2. familiarity with the workplace application of the related units of competency for this training and any pre-requisite units</li> <li>a.3. communication skills appropriate for the explanation and oral questioning of employees undertaking training</li> <li>a.4. application of relevant industrial requirements</li> <li>a.5. range of delivery strategies</li> <li>a.6. questioning techniques</li> <li>a.7. contingency management</li> <li>a.8. coaching and mentoring approaches</li> </ul>
4. Resource implications	<p>a. Access to plans for training, appropriate facilities and employees wishing to take part in training</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <ul style="list-style-type: none"> <li>a.1. establishing plans</li> <li>a.2. identifying improvements</li> <li>a.3. organising training site and any equipment requirements</li> <li>a.4. providing feedback to employee undertaking training and relevant supervisory personnel</li> </ul> <p>b. Actively provides feedback to participants with encouragement, hints for improvement and direction where this is required. Adjusts presentation to suit audience and context</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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:**

Knowledge and skills required to review, record and evaluate an individual's training and to support colleagues in developing strategies to meet learning needs

ELEMENT	PERFORMANCE CRITERIA
1. Evaluate training session	<ul style="list-style-type: none"> <li>a. Employees are asked to assess personal ability to apply the required competencies as a result of the training session(s) and discuss possible improvements</li> <li>b. Employees' reaction to the training session is sought</li> <li>c. Own performance is reviewed against session objectives and in response to employees' comments</li> <li>d. Review comments are summarised</li> <li>e. The results of the evaluation are used to guide future training effort</li> </ul>
2. Record training	<ul style="list-style-type: none"> <li>a. The details of the employees who have completed the training are accurately recorded according to the organisation's requirements</li> <li>b. Other records as required by legislation or agreement are kept</li> <li>c. Records are released to authorised personnel only</li> <li>d. Records are securely stored</li> </ul>
3. Provide information on training	<ul style="list-style-type: none"> <li>a. Information on training proposed, in hand or completed is readily available to management</li> <li>b. Information on appropriate, available training is provided to employees on request</li> </ul>

## Range of Variables

### REVIEW TRAINING (CATEGORY 1)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Training may be for single employees or small groups</li> <li>b. Training delivery may be on the job or in a simulated setting</li> <li>c. Work is performed under some supervision, generally within a team environment</li> <li>d. Customers may be internal or external</li> <li>e. Enterprises may comprise large, medium or small worksites</li> <li>f. Work may be undertaken in various work environments</li> <li>g. Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</li> <li>h. Operations conducted by day or night</li> </ul>
2. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Codes of Practice</li> <li>g. Legislation and Regulations</li> <li>h. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures</li> </ul>
3. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> <li>c.6. registered training provider personnel</li> </ul> </li> </ul>
4. Applicable State/ Territory/ Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Equal Employment and Equal Employment Opportunity Legislation</li> <li>j. State/Territory Training Authority Legislation and Regulations</li> <li>k. Emergency Procedures</li> </ul>

## Evidence Guide

### REVIEW TRAINING (CATEGORY 1)

1. Critical Aspects of Evidence	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <p>a.1. locate, interpret and apply relevant information</p> <p>a.2. support learning of self and others</p> <p>a.3. work effectively with others</p> <p>a.4. convey information in written and oral form</p> <p>a.5. actively encourage participants to offer suggestions for improvements to training</p> <p>a.6. complete accurate records of training conducted, participant involvement, competencies addressed and participant achievement in relation to demonstration of required competencies</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function particularly <i>Deliver Training</i></p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <p>a.1. familiarity with the workplace application of the units of competency is required for this training and any pre-requisite units</p> <p>a.2. communication skills appropriate for gathering evidence regarding the usefulness of training</p> <p>a.3. application of relevant industrial requirements</p> <p>a.4. application of enterprise and provider policies, equal opportunity and equal employer opportunity legislation and processes</p> <p>a.5. maintenance of confidentiality of records</p> <p>a.6. ethical handling of performance issues</p>
4. Resource implications	<p>a. Access to records system for training, information, and participants from training sessions, relevant trainers and supervisory staff (where appropriate)</p>
5. Consistency in Performance	<p>a. Applies knowledge and skills when</p> <p>a.1. Identifying review strategies</p> <p>a.2. Conducting discussions with training participants</p> <p>a.3. Recording outcomes of training</p> <p>a.4. Making recommendations for improvement</p> <p>a.5. Completing workplace documentation</p> <p>b. Shows evidence of application of relevant workplace procedures including</p> <p>b.1. hazard policies and procedures including Codes of Practice</p> <p>b.2. job procedures and work instructions</p> <p>b.3. quality assurance procedures (where existing)</p> <p>b.4. security procedures</p> <p>c. Action taken promptly-accidents and incidents reported in accordance with Statutory requirements and enterprise procedures</p> <p>d. Recognises and appropriately deals with cultural differences in the workplace, including modes of behaviour and interactions among staff and others</p> <p>e. Work completed systematically with attention to detail without damage to goods, equipment or personnel</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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	3	3

Unit TDT M4 97A PREPARE FOR TRAINING (CATEGORY 2)

Field M Training

**DESCRIPTION:**

Prepare to deliver training and have responsibility for facilitating the training of groups to achieve pre-determined outcomes

ELEMENT	PERFORMANCE CRITERIA
1. Confirm the needs for training	<ul style="list-style-type: none"> <li>a. Information on training needs is collected using appropriate investigation methods</li> <li>b. Appropriate methods of analysis are used to interpret the information</li> <li>c. Conclusions about the need for training are verified with appropriate personnel</li> </ul>
2. Define training requirements	<ul style="list-style-type: none"> <li>a. Competencies that relate to specific jobs, roles or functions are identified</li> <li>b. Applicable endorsed competency standards are obtained and used</li> <li>c. Competencies held by individuals are correctly compared with competencies required for the job, role or function</li> <li>d. Training outcomes are identified in consultation with relevant parties</li> <li>e. Barriers to learning are identified</li> </ul>
3. Develop training programs	<ul style="list-style-type: none"> <li>a. The outcomes of training will meet the performance and underpinning knowledge requirements for the relevant unit(s)</li> <li>b. Sequence and timing of the learning activities are recorded</li> <li>c. Strategies are adopted to make training accessible and effective for all employees</li> <li>d. Strategies to overcome barriers to learning are developed</li> <li>e. Training methods are identified which are appropriate for                             <ul style="list-style-type: none"> <li>e.1. the training outcomes</li> <li>e.2. employee characteristics</li> <li>e.3. availability of equipment and resources</li> </ul> </li> <li>f. Training is designed and developed so that, at appropriate stages, learning will be confirmed and feedback provided to employees</li> <li>g. Opportunity is provided for employees to relate learning to their work situation</li> <li>h. Employees are given the opportunity to manage their own learning</li> <li>i. Learning materials are identified</li> <li>j. Evidence required for assessment and how it will be collected is stated</li> <li>k. Training costs are identified and confirmed with appropriate personnel</li> </ul>
4. Prepare learning materials	<ul style="list-style-type: none"> <li>a. Outcomes of the training including relevant unit ,or units, of competency are listed</li> <li>b. Design decisions are taken to overcome barriers to learning</li> <li>c. Subject matter required to achieve the competencies is specified</li> <li>d. Formats for the material are selected which enhance the learning capability of employees</li> <li>e. Text appropriate in terms of language, style and level, is used</li> <li>f. Clear, accurate visual materials conforming to display conventions are used</li> <li>g. Instructions for use of required equipment are provided</li> <li>h. Copyright laws are observed</li> </ul>
5. Manage training events	<ul style="list-style-type: none"> <li>a. Resources required for training are identified, and approved by appropriate personnel</li> <li>b. A training location is identified and arranged to support the learning opportunities specified</li> <li>c. The required equipment, tools and other resources are identified and arranged to support the learning opportunities specified</li> <li>d. Arrangements are made with any people who are required to help in the training program</li> <li>e. The training environment arranged is safe and accessible</li> </ul>
6. Establish training data bank	<ul style="list-style-type: none"> <li>a. A list of internal training resource people is maintained</li> <li>b. External people from whom information on training can be obtained are identified and recorded</li> <li>c. Training materials and information on training and assessment are held in an accessible form</li> <li>d. An up to date register of likely external courses and providers is maintained</li> </ul>

## Range of Variables

### PREPARE FOR TRAINING (CATEGORY 2)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Training is for facilitating group learning</li> <li>b. Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</li> <li>c. Training may involve single site or multi site operations</li> <li>d. Outcomes of training and assessment impact on organisational effectiveness</li> <li>e. Work is performed under some supervision, generally within a team environment</li> <li>f. Customers may be internal or external</li> <li>g. Enterprises may comprise large, medium or small worksites</li> <li>h. Work may be undertaken in various work environments</li> <li>i. Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</li> <li>j. Operations conducted by day or night</li> </ul>
2. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Codes of Practice</li> <li>g. Legislation and Regulations</li> <li>h. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures</li> </ul>
3. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> <li>c.6. registered training provider personnel</li> </ul> </li> </ul>
4. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Equal Employment and Equal Employment Opportunity Legislation</li> <li>j. State/Territory Training Authority Legislation and Regulations</li> <li>k. Emergency Procedures</li> </ul>

## Evidence Guide

### PREPARE FOR TRAINING (CATEGORY 2)

1. Critical aspects of evidence	<p>a. Assessment must confirm appropriate knowledge and skills to</p> <p>a.1. Analyse training needs of individuals and particular target groups</p> <p>a.2. Match training needs to endorsed units of competency</p> <p>a.3. Devise training system to implement required competencies within the workplace context</p> <p>a.4. Identify support mechanisms for employees requiring language or other particular training support</p> <p>a.5. Plan for use of a range of delivery methods and approaches to allow for trainer/participant choice to meet needs of particular training contexts and special needs</p> <p>a.6. Select suitable learning resources and customise them for the delivery setting</p> <p>a.7. Design and produce resources to meet identified gaps</p> <p>a.8. Access appropriate training venues and areas and arrange appropriately for the required training outcomes</p>
2. Interdependent Assessment	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <p>a.1. Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise</p> <p>a.2. Relationships of units of competency and enterprise industrial agreements and skill based classification systems</p> <p>a.3. Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements</p> <p>a.4. Design and copyright considerations for learning resources</p> <p>a.5. Sources of assistance for participants requiring language or other particular training support</p> <p>a.6. Adapt learning resources including modules and learner guides to suit target audience and delivery context</p> <p>a.7. Requirements for compliance with copyright law for resources used in training</p>
4. Resource implication	<p>a. Access to target audience, potential opportunities to identify training needs in an organisational context, relevant standards and resources</p>
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <p>a.1. Identifying training needs for individuals and organisations</p> <p>a.2. Planning for training sessions</p> <p>a.3. Preparing resources</p> <p>a.4. Organising training events</p> <p>b. Ensuring observance of occupational health &amp; safety and security standards</p> <p>c. Follows enterprise procedures for planning of training, accessing participants and resources, venues and equipment for training purposes</p> <p>d. Records of training resources maintained</p> <p>e. Planned training meets enterprise/participant-training needs</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</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:**

Deliver training and have responsibility for facilitating the training of groups to achieve pre-determined outcomes

ELEMENT	PERFORMANCE CRITERIA
1. Prepare employees for the learning experience	<ul style="list-style-type: none"> <li>a. Objectives of the training session(s) and the units of competency to be achieved are explained to, and discussed with, employees</li> <li>b. Any barriers to learning are explored with employees</li> <li>c. The sequence of activities to be followed in the training program is explained to employees</li> <li>d. Ways in which the competencies are to be developed and assessed are explained to, and discussed with employees</li> </ul>
2. Present training session	<ul style="list-style-type: none"> <li>a. Presentation and training methods are structured and appropriate for the development of the competencies by the employees</li> <li>b. Presentation and training methods provide variety, encourage participation and reinforce key points</li> <li>c. Presentation process is reviewed and modified as necessary to meet employees' learning needs</li> <li>d. Training equipment and materials are used in a way that enhances learning</li> <li>e. Information is clear and accurate and presented in correct sequence</li> <li>f. Employees are encouraged to participate by asking questions, clarifying points of concern and contributing comments at appropriate and identified stages</li> <li>g. Supplementary information is provided to enhance and clarify understanding as required</li> <li>h. Summaries of key points are used at appropriate times in the presentation session to reinforce learning</li> </ul>
3. Support employees in managing own learning	<ul style="list-style-type: none"> <li>a. Resource materials suitable for self-managed learning are provided</li> <li>b. The requirements for the effective participation in the learning process is explained</li> <li>c. Health and safety hazards are pointed out to employees</li> <li>d. Timely information and advice is given to employees during the learning process</li> <li>e. Participant learning progress is monitored and assistance is provided to those who require help</li> <li>f. Opportunities to make choices and decisions are provided</li> </ul>
4. Facilitate group learning	<ul style="list-style-type: none"> <li>a. The rationale, process and outcomes expected from the group training session(s) are explained to employees</li> <li>b. Group training methods are used to maximise learning effectiveness</li> <li>c. Individuals are assigned to groups in which they can work effectively</li> <li>d. Groups are provided with clear directions, and guidance on content and process as required</li> <li>e. Groups are assisted to recognise the needs and requirements of individual members</li> <li>f. Interventions by the trainer in group discussions are properly managed</li> <li>g. Review of effectiveness of group activities and learning approaches is shared between the participants and the trainer</li> </ul>
5. Provide opportunities for practice	<ul style="list-style-type: none"> <li>a. Practice opportunities are provided according to the specific learning situation and the training program</li> <li>b. Employees' readiness for assessment as having achieved competency is monitored and discussed with employees</li> <li>c. Process, rationale and outcomes of practice are discussed with employees</li> <li>d. Constructive feedback and reinforcement are provided during practice</li> </ul>
6. Provide feedback on progress to employees	<ul style="list-style-type: none"> <li>a. Employees' progress is evaluated against learning outcomes, organisation and employee goals</li> <li>b. Feedback is given to employees on the outcomes of progress review</li> <li>c. Employees are helped to consider and evaluate individual and group progress</li> <li>d. Progress results are diagnosed to provide a guide for the approach to next steps in training</li> </ul>
7. Review delivery experience	<ul style="list-style-type: none"> <li>a. Employees' reaction to the delivery is sought and discussed at appropriate times</li> <li>b. Trainer's performance is self-assessed against predetermined goals</li> <li>c. Adjustments to delivery practices are considered and incorporated</li> </ul>

## Range of Variables

### DELIVER TRAINING (CATEGORY 2)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Training is for facilitating group learning</li> <li>b. Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</li> <li>c. Training may involve single site or multi site operations</li> <li>d. Outcomes of training and assessment impact on organisational effectiveness</li> <li>e. Work is performed under some supervision, generally within a team environment</li> <li>f. Customers may be internal or external</li> <li>g. Enterprises may comprise large, medium or small worksites</li> <li>h. Work may be undertaken in various work environments</li> <li>i. Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</li> <li>j. Operations conducted by day or night</li> </ul>
2. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Codes of Practice</li> <li>g. Legislation and Regulations</li> <li>h. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures</li> </ul>
3. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> <li>c.6. registered training provider personnel</li> </ul> </li> </ul>
4. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Equal Employment and Equal Employment Opportunity Legislation</li> <li>j. State/Territory Training Authority Legislation and Regulations</li> <li>k. Emergency Procedures</li> </ul>

## Evidence Guide

### DELIVERY TRAINING (CATEGORY 2)

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Use the training program and the relevant units of competency to deliver training customised to the group and delivery context</li> <li>b. Access support mechanisms for employees requiring language or other training support</li> <li>c. Select and use a range of delivery methods to suit participants, context and competencies to be achieved</li> <li>d. Operate within a variety of training contexts and with varied groups of participants</li> <li>e. Provide support to individual learners within a group-training context</li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function                             <ul style="list-style-type: none"> <li>a.1. Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise</li> <li>a.2. Relationships of units of competency and enterprise industrial agreements and skill based classification systems</li> <li>a.3. Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements</li> <li>a.4. Principles of adult learning and required knowledge for the unit(s) of competency</li> <li>a.5. Alternate delivery strategies and approaches</li> <li>a.6. Range of resource materials available</li> <li>a.7. Focus of operation of work systems, equipment or management, site and organisational operating procedures</li> <li>a.8. Application of relevant industrial or other legislative requirements</li> <li>a.9. Identification and correct use of equipment, processes and procedures</li> <li>a.10. Modifying activities dependent on differing workplace contexts and environment</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to training situations and groups requiring training</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when                             <ul style="list-style-type: none"> <li>a.1. Establishing plans</li> <li>a.2. Describing consequences</li> <li>a.3. Completing tasks</li> <li>a.4. Identifying improvements</li> <li>a.5. Applying safety precautions relevant to the task</li> <li>a.6. Questioning individuals</li> <li>a.7. Providing instruction and information</li> </ul> </li> <li>b. Follows enterprise policy for training and record keeping</li> <li>c. Responds to feedback and modifies delivery to improve performance</li> <li>d. Shows evidence of application of relevant workplace procedures                             <ul style="list-style-type: none"> <li>d.1. Hazard policies and procedures including Codes of Practice</li> <li>d.2. Issue resolution procedures</li> <li>d.3. Security procedures.</li> </ul> </li> <li>e. Recognises and adapts appropriately to cultural differences in the workplace including models of behaviour and interactions among staff and others</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in the industry-approved facility</li> </ul>

### 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	2	3	2

**DESCRIPTION:**

Promotion and evaluation of training effort

ELEMENT	PERFORMANCE CRITERIA
1. Evaluate training	<ul style="list-style-type: none"> <li>a. Training is evaluated against identified needs and outcomes</li> <li>b. Employees are encouraged to raise problems or difficulties with any aspect of the training session</li> <li>c. Employees' reaction to training session is sought</li> <li>d. Employees are encouraged to evaluate own progress towards achieving competency</li> <li>e. Own performance is reviewed against session objectives and in response to employee's comments</li> <li>f. Provision of training within approved budget is reviewed</li> <li>g. The results of the evaluation are used to guide further training</li> </ul>
2. Record training data	<ul style="list-style-type: none"> <li>a. Details of training program and participants are recorded in accordance with organisations/industry and/or legislative requirements</li> <li>b. An appropriate means of storing information on employees, training programs, and equipment, materials and resources is established and maintained</li> <li>c. Existing recording systems are reviewed and improvements suggested</li> <li>d. Training records are made available to authorised persons and employees at the required times according to organisational requirements</li> <li>e. Records are securely stored</li> </ul>
3. Report on training	<ul style="list-style-type: none"> <li>a. Reports on training in the organisation are prepared and provided according to organisational requirements</li> <li>b. Reports are made on future training initiatives</li> <li>c. Information on achievements of the organisation's training is analysed and publicised</li> <li>d. The contribution of training to organisational goals is reported</li> </ul>
4. Promote training	<ul style="list-style-type: none"> <li>a. Advice on the development of training plans is provided to appropriate committees, or personnel</li> <li>b. Information on planned training events is made widely available</li> <li>c. Benefits of training to individuals and the organisation are publicised</li> <li>d. Promotional activities are regularly monitored for effectiveness</li> <li>e. Information is distributed concerning the relationship between training reform and the organisation</li> </ul>

## Range of Variables

### REVIEW AND PROMOTE TRAINING (CATEGORY 2)

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Training may be conducted by subordinates, peers, supervisors or external contractors or Registered Training Organisation</li> <li>b. Training delivery may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</li> <li>c. Training may involve single site or multi site operations</li> <li>d. Outcomes of training and assessment impact on organisational effectiveness</li> <li>e. Work is performed under some supervision, generally within a team environment</li> <li>f. Customers may be internal or external</li> <li>g. Enterprises may comprise large, medium or small worksites</li> <li>h. Work may be undertaken in various work environments</li> <li>i. Training may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances, movements of equipment, goods, vehicles</li> <li>j. Operations conducted by day or night.</li> </ul>
2. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Codes of Practice</li> <li>g. Legislation and Regulations</li> <li>h. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures.</li> </ul>
3. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. workplace agreements and awards</li> <li>b.2. occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1. staff members</li> <li>c.2. management</li> <li>c.3. union representatives</li> <li>c.4. industrial relations, Occupational Health and Safety specialists</li> <li>c.5. other professional or technical staff</li> <li>c.6. Registered training provider personnel</li> </ul> </li> </ul>
4. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Equal Employment and Equal Employment Opportunity Legislation</li> <li>j. State/Territory Training Authority Legislation and Regulations</li> <li>k. Emergency Procedures</li> </ul>

## Evidence Guide

### REVIEW AND PROMOTE TRAINING (CATEGORY 2)

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to               <ul style="list-style-type: none"> <li>a.1. Identify organisational training needs and promote training appropriate for those needs</li> <li>a.2. Describe the positive outcomes for organisations and individuals arising from training and assessment</li> <li>a.3. Manage and make available to relevant personnel, information on training reforms and relating to the industry</li> <li>a.4. Develop and use systems to obtain qualitative and quantitative data to improve organisational performance in relation to training outcomes</li> <li>a.5. Provide reports to relevant organisations on training needs and outcomes</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills	<ul style="list-style-type: none"> <li>a. Displays the following knowledge and skills in terms of job role or function               <ul style="list-style-type: none"> <li>a.1. Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise</li> <li>a.2. Relationships of units of competency and enterprise industrial agreements and skill based classification systems</li> <li>a.3. Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements</li> <li>a.4. Design and copyright considerations for learning resources</li> <li>a.5. Evidence gathering for evaluation purposes</li> <li>a.6. Adaptation and use of training record systems for formative as well as final assessments</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to training record systems, programs, participants, and trainers</li> <li>b. Opportunities to discuss training outcomes with participants' supervisors</li> </ul>
5. Consistency in performance	<ul style="list-style-type: none"> <li>a. Applies knowledge and skills when               <ul style="list-style-type: none"> <li>a.1. Preparing reports</li> <li>a.2. Recommending improvements</li> <li>a.3. Contributes effectively to the development of enterprise training policy</li> <li>a.4. Responds promptly to requests to identify training needs and proposes appropriate solutions</li> <li>a.5. Records systems confidentiality maintained within enterprise policy</li> </ul> </li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated workplace</li> </ul>

### 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

Unit TDT N1 97A CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

Field N Assessment

**DESCRIPTION:**

This unit of competency, in combination with the unit *Plan and Review Assessment* meets with requirements for the Ministerial Agreement on minimum requirements for the conduct of assessment under National Training Framework

ELEMENT	PERFORMANCE CRITERIA
1. Identify and explain the context for assessment	<ul style="list-style-type: none"> <li>a. Discuss the context and purpose of assessment with the person(s) being assessed and confirm that it is understood</li> <li>b. Obtain and explain to the person(s) being assessed the relevant performance measures applying to assessment (e.g. current endorsed competency standards, learning outcomes of the training program). Instructions are verified by person(s) being assessed</li> <li>c. Explain and obtain agreement for the assessment procedure</li> <li>d. Identify and explain any legal and ethical responsibilities associated with assessment to the person(s) being assessed</li> <li>e. Check whether the person(s) being assessed requires the allowable adjustments in the assessment procedure applying to those with special needs</li> </ul>
2. Plan evidence gathering opportunities	<ul style="list-style-type: none"> <li>a. Identify opportunities to gather evidence of competency which occur as part of workplace or training activities</li> <li>b. Identify the need to gather additional evidence which may not occur as part of workplace or training activities</li> <li>c. Plan and schedule all evidence gathering activity in accordance with the assessment procedure</li> <li>d. Ensure that the planned approach to gathering evidence will provide sufficient, reliable, valid and fair evidence of competency</li> <li>e. Ensure that the planned approach to gathering evidence will cover the four dimensions of competence               <ul style="list-style-type: none"> <li>e.1 Task skills</li> <li>e.2 Task management skills</li> <li>e.3 Contingency management skills</li> <li>e.4 Job/role environment skills</li> </ul> </li> </ul>
3. Organise assessment	<ul style="list-style-type: none"> <li>j. Obtain and arrange the resources specified in the assessment procedure</li> <li>k. Inform the relevant people of assessment plans</li> <li>l. Check that the assessment environment is safe and accessible</li> <li>m. Explain the assessment arrangements and requirements simply and clearly to the person(s) being assessed</li> <li>n. Obtain agreement regarding assessment arrangements with person(s) being assessed</li> </ul>
4. Gather evidence	<ul style="list-style-type: none"> <li>l. Put the person(s) being assessed at ease</li> <li>m. Gather all the evidence specified in the assessment procedure, using assessment methods and tools specified</li> <li>n. Gather evidence for those with special needs, in accordance with specified allowable adjustments to the assessment method(s)</li> <li>o. Document the evidence gathered in accordance with the assessment procedure</li> </ul>

ELEMENT	PERFORMANCE CRITERIA
5. Make the assessment decision	<ul style="list-style-type: none"> <li>a. Evaluate the evidence gathered in terms of its                             <ul style="list-style-type: none"> <li>a.1. Validity</li> <li>a.2. Authenticity</li> <li>a.3. Sufficiency</li> <li>a.4. Currency</li> <li>a.5. Consistent achievement of the specified standard</li> </ul> </li> <li>b. Make the assessment decision in accordance with the criteria specified in the assessment procedure</li> <li>c. Seek guidance, if in doubt, from a more experienced assessor(s) nominated in the assessment procedure</li> </ul>
6. Record assessment results	<ul style="list-style-type: none"> <li>a. Record assessment results promptly and in accordance with the specified assessment procedure</li> <li>b. Record assessment results accurately in accordance with the specified record keeping requirements</li> <li>c. Provide access to the assessment records only to authorised personnel</li> <li>d. Maintain confidentiality of assessment outcome</li> </ul>
7. Provide feedback to person(s) being assessed	<ul style="list-style-type: none"> <li>a. Discuss and confirm performance with the person(s) being assessed</li> <li>b. Give clear and constructive feedback to the person(s) being assessed</li> <li>c. Explore with the person(s) being assessed ways of overcoming any gaps in their competency revealed by assessment</li> <li>d. Give guidance on further goals/training opportunities, if appropriate</li> <li>e. Advise and confirm with person(s) being assessed reassessment opportunities and/or review appeal mechanisms available where the assessment decision is challenged</li> </ul>
8. Report on the conduct of the assessment	<ul style="list-style-type: none"> <li>a. Report on positive and negative features experienced in conducting assessment to those responsible for the assessment procedure</li> <li>b. Record and report promptly any assessment decision disputed by the person(s) being assessed to those nominated in the assessment procedure</li> <li>c. Make suggestions for improving any aspect of the assessment process to those responsible for the assessment procedure</li> </ul>



## Range of Variables

### CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

VARIABLE	SCOPE
1. <i>Assessment guidelines</i>	<ul style="list-style-type: none"> <li>j. This unit forms part of the assessment guidelines developed (and endorsed) by the Transport and Distribution Industry Training Advisory Body</li> <li>k. Within the context of the endorsed assessment framework for transport and distribution, the assessment by Registered Training Organisations and enterprise partners will specify the following               <ul style="list-style-type: none"> <li>k.1. The purpose and process of assessment</li> <li>k.2. Competencies and certification requirements of assessors</li> <li>k.3. Record keeping procedures and policies</li> <li>k.4. Any allowable adjustments to the assessment method(s) which are to be made for the person(s) being assessed who have special needs appeal/review mechanisms and procedures, the review and evaluation process</li> <li>k.5. Quality assurance procedures</li> <li>k.6. Apportionment of costs/fees (if applicable)</li> <li>k.7. Marketing/promotion of assessment</li> <li>k.8. Enterprise policies for special needs support</li> </ul> </li> <li>l. The assessment guidelines specify the following               <ul style="list-style-type: none"> <li>l.1. Recording procedure</li> <li>l.2. Appeal/review mechanism</li> <li>l.3. Assessment methods to be used</li> <li>l.4. Assessor arrangements i.e. individual or partnership</li> <li>l.5. Evidence required</li> <li>l.6. Location</li> <li>l.7. Allowable adjustments for persons with special needs</li> </ul> </li> </ul>
2. <i>Purpose of assessment</i>	<ul style="list-style-type: none"> <li>s. Assessment may be used for one or more purposes such as               <ul style="list-style-type: none"> <li>s.1. Diagnosing performance</li> <li>s.2. Performance evaluation against a benchmark</li> <li>s.3. Awarding a qualification</li> <li>s.4. Providing a statement of attainment (where all units of competency for the qualification are not met)</li> <li>s.5. Confirming progress in learning</li> <li>s.6. Recognising prior learning</li> <li>s.7. Current competency</li> </ul> </li> </ul>
3. <i>Assessor arrangements</i>	<ul style="list-style-type: none"> <li>a. Assessment may be conducted by individuals or partnership arrangements where the following requirements are met               <ul style="list-style-type: none"> <li>a.1. An assessor holding this unit and the Unit <i>Plan and Review Assessment</i> working alone</li> <li>a.2. A team comprising subject knowledge expert(s) and assessment expert(s)</li> <li>a.3. An assessor working in conjunction with the trainer, supervisor/mentor of the person(s) being assessed or with a more experienced assessor</li> <li>a.4. Specified needs of competence</li> <li>a.5. Competence in the units of competency being assessed</li> <li>a.6. Knowledge of the nature and impact of Training Reform within the Transport and Distribution Industry, including and overview of the assessment process</li> </ul> </li> </ul>

## Range of Variables

### CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

(Continued)

4. Assessment methods and tools	<p>d. Assessment methods may include methods appropriate for the holistic assessment of a unit (or units) of competency and may include a combination of</p> <p>d.1. Direct observation of performance, products practical tasks, projects and simulation exercises</p> <p>d.2. Review of log books and portfolios</p> <p>d.3. Questioning</p> <p>d.4. Consideration of third party reports and authenticated prior achievements</p> <p>e. To assist in collating evidence the following may be provided to assessors</p> <p>e.1. Performance Guides for practical tasks, log books and portfolios, simulation exercises and projects to enable checking of required characteristics</p> <p>e.2. Sets of questions to be asked</p> <p>e.3. These methods may be used in combination in order to provide sufficient evidence to make a judgement</p>
5. Assessment location and timing	<p>k. Assessments may occur in the workplace and/or in a simulated workplace using on and off the job situations as appropriate to the unit(s) of competency assessed</p> <p>l. Assessment may occur over time and include both formative and summative components</p>
6. Assessment group size	<p>a. Assessment may involve assessing one person or a group of people</p>
7. Special needs of person(s) being assessed	<p>a. Person(s) being assessed may have special needs. Reasonable adjustments may need to be made in the assessment process. Candidates with special needs may include those with disabilities or with literacy, numeracy or language difficulties, those who come from non-English speaking backgrounds, or anxious or inexperienced candidates. Special considerations for employee's needs to be established and agreed within enterprise policies</p> <p>b. Examples of reasonable adjustments include provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant carer, scribe), use of special equipment (e.g. word processor or lifting gear) or adaptive technology, shorter assessment sessions to allow for fatigue or medication, use of large print version of any papers</p>
8. Assessment Reporting	<p>a. Final assessments will record the unit(s) of competency in terms of code, title and endorsement date</p> <p>b. Summative assessment reports, where issued, will indicate areas of units of competency where additional learning is required</p>

## Evidence Guide

### CONDUCT ASSESSMENT IN ACCORDANCE WITH AN ESTABLISHED ASSESSMENT PROCEDURE

1. Critical aspects of evidence to be considered	<p>c. Assessment must confirm the appropriate knowledge and skills to</p> <p>c.1. Interpret and follow the Transport and Distribution Industry Training Advisory Body Assessment Guidelines</p> <p>c.2. Follow the registered provider approved assessment system</p> <p>c.3. Apply the assessment principles of validity, authenticity, sufficiency, currency, cost effectiveness and consistency as they apply to evidence gathering for assessment including licensing requirements, equal opportunity and equal employment opportunity, disability discrimination and occupational health and safety legislation, Codes of Practice and standards</p> <p>c.4. Conduct assessments within the context of National Training Framework and Australian Recognition Framework agreements and policies</p> <p>c.5. Application of communication and interpersonal skills to minimise conflicts and promote a supportive assessment environment</p>
2. Interdependent assessment of units	c. This units of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills	<p>c. Displays the following knowledge and skills in terms of job role or function</p> <p>c.1. Applications of Transport and Distribution Competency Standards and Australian Qualifications Framework (AQF) in the enterprise</p> <p>c.2. Relationships of units of competency and enterprise industrial agreements and skill based classification systems</p> <p>c.3. Competency in the units of competency being assessed, where assessing alone (NB. Where assessing in conjunction with persons competency in the area knowledge of the workplace application of the units of competency is required)</p> <p>c.4. Applications of the relevant enterprise policies and procedures that apply to that work and (any) related legislation on regulatory requirements</p>
4. Resource implications	<p>f. Access to relevant units of competency, industry endorsed assessment guidelines and registered provider assessment policies and systems</p> <p>g. Access to person(s) wishing to be assessed and relevant workplace equipment, information and expertise. Evidence of satisfactory performance should be obtained by observation of the "assessor" preparing for and conducting assessment as well as examination of completed assessment records. This should be supplemented by discussion about the assessment procedure with the "assessor" and the position and the person(s) being assessed</p>
5. Consistency in performance	<p>n. Applies knowledge and skills when</p> <p>n.1 Identifying evidence context, purpose, methods and outcomes to participant</p> <p>n.2 Establishing and organising opportunities for assessment</p> <p>n.3 Using assessment methods and tools</p> <p>n.4 Making judgements concerning appropriate performance</p> <p>o. Shows evidence of requiring consistent application by candidates of the application of workplace policies and procedures</p> <p>p. Recognises and uses mechanisms to deal appropriately with cultural differences and assessment participants with special needs</p> <p>q. Contributes to reviews of assessment procedures and systems; evaluation and validation processes; competency standards; assessment tools</p> <p>r. Creates and takes opportunities to remain current in terms of assessment practices, content and workplace application of transport and distribution and related units of competency</p>
6. Context for assessment	a. Assessment may occur on the job or in a simulated workplace

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	3

**DESCRIPTION:**

This unit of competency in combination with the unit *Conduct Assessment in Accordance with an Established Assessment Procedure* meets the requirements for the Ministerial Agreement on minimum requirements for the conduct of assessments under the National Training Framework

ELEMENT	PERFORMANCE CRITERIA
1. Establish evidence required	<ul style="list-style-type: none"> <li>a. Establish the evidence required to infer competency from the endorsed competency standards</li> <li>b. Specify evidence requirements to assure valid inferences of competency</li> <li>c. Specify evidence requirements for the assessor to authenticate the performance/product of the person(s) being assessed</li> <li>d. Specify sufficient evidence on which to base valid inferences</li> <li>e. Specify evidence requirements which will confirm that competency is current</li> <li>f. Specify sufficient evidence to show consistent achievement of the specified standards</li> <li>g. Identify opportunities to consolidate evidence gathering activity</li> <li>h. Establish the cost of gathering the required evidence</li> </ul>
2. Establish suitable assessment method(s)	<ul style="list-style-type: none"> <li>a. Select assessment methods which are appropriate for gathering the type, and amount of, evidence required</li> <li>b. Propose suitable adjustments in the assessment method to cater for those person(s) being assessed who have special needs</li> </ul>
3. Develop simple assessment tools	<ul style="list-style-type: none"> <li>a. Design assessment tool(s) to gather valid, reliable, sufficient evidence or to complement the use of other assessment tools in gathering evidence</li> <li>b. Design an assessment tool which is clear and comprehensible both to those conducting the assessment and to those being assessed</li> <li>c. Verify that the assessment tool permits flexible, fair and safe assessment to occur</li> <li>d. Verify that the assessment tool is cost-effective in gathering required evidence</li> <li>e. Prepare instructions for use specifying any adjustments which can be made to address the requirements of people being assessed who have special needs</li> </ul>
4. Review evidence requirements, assessment methods and assessment tools	<ul style="list-style-type: none"> <li>a. Trial assessment methods and assessment tools with people similar to those who will ultimately be assessed</li> <li>b. Evaluate the assessment methods and tools for                             <ul style="list-style-type: none"> <li>b.1 Clarity</li> <li>b.2 Reliability</li> <li>b.3 Validity</li> <li>b.4 Fairness</li> <li>b.5 Cost effectiveness</li> </ul> </li> <li>c. Make improvements and changes to the assessment method and assessment tools in the light of the evaluation of the pilot exercise</li> <li>d. Ratify procedures with relevant people in the industry/enterprise or training establishment of the evidence requirements, assessment methods and assessment tools and the process used in developing them</li> </ul>
5. Periodically review the assessment procedures	<ul style="list-style-type: none"> <li>a. Comply with the review process established by the enterprise, industry or training authority</li> <li>b. Review the operations of the assessment procedure at a specified site in cooperation with person(s) being assessed, and any relevant parties (industry/enterprise/registered provider training establishment and/or agency identified under legislation)</li> <li>c. Document and evaluate review activities and substantiate review findings</li> <li>d. Make recommendations for changes to the assessment procedure in the light of the review outcomes to the appropriate person(s)</li> <li>e. Make effective contributions to system-wide reviews of the assessment process</li> </ul>

## Range of Variables

### EXTENSION UNIT-PLAN AND REVIEW ASSESSMENT

VARIABLE	SCOPE
1. <i>Review procedures and review responsibilities</i>	<p>a. This Range of Variables should be read in conjunction with the variables for <i>Conduct Assessment in Accordance with an Established Assessment Procedure</i> and the following</p> <p>a.1 The review/evaluation of the assessment process may allow for</p> <ul style="list-style-type: none"> <li>a.1.1.1 Continuous monitoring and improvement</li> <li>a.1.1.2 Periodic formal evaluation</li> <li>a.1.1.3 A combination of continuous monitoring</li> </ul> <p>a.2 The review responsibilities of the assessor may be specified in the registered provider assessment system. They may include responsibility for such matters as</p> <ul style="list-style-type: none"> <li>a.2.1.1 Reviewing the assessment procedure at a specific site (enterprise or training establishment) and then making recommendations for improvement</li> <li>a.2.1.2 Reviewing the assessment procedure conducted across sites (enterprises or training establishments) and then making improvements</li> <li>a.2.1.3 Reporting challenges to assessment decisions to the appropriate person(s)</li> <li>a.2.1.4 Reporting to the appropriate person(s) any difficulties or unusual occurrences in conducting the assessment and then making recommendations for improvement</li> </ul> <p>a.3 Review activities should take into account the following aspects</p> <ul style="list-style-type: none"> <li>a.3.1 Number of persons being assessed</li> <li>a.3.2 Duration of assessment procedure</li> <li>a.3.3 Organisational constraints within which assessors must operate</li> <li>a.3.4 Occupational Health and Safety factors</li> <li>a.3.5 Relationship of the assessor to other people in the assessment process</li> <li>a.3.6 Frequency of assessment procedure</li> <li>a.3.7 Budgetary restraints</li> <li>a.3.8 Information needs of relevant organisations such as affirmative action agencies</li> <li>a.3.9 Effective operation of each component of the assessment system or procedure</li> <li>a.3.10 Support needs and further training needs of assessors</li> <li>a.3.11 The validity of specified evidence requirements assessment methods and instruments</li> <li>a.3.12 Special needs consideration of person(s) being assessed</li> <li>a.3.13 Industrial relations implications</li> <li>a.3.14 Consistency of assessment practices and decisions</li> <li>a.3.15 Levels of flexibility in the assessment procedure</li> <li>a.3.16 Fairness of the assessment procedure used</li> <li>a.3.17 Efficiency and effectiveness of the assessment procedure</li> </ul>
2. <i>General Context</i>	<p>a. Assessment may be on the job or in a simulated setting, utilising a range of methods, locations and contexts</p> <p>b. Outcomes of assessment impact on organisational effectiveness</p> <p>c. Work is performed under some supervision, generally within a team environment</p> <p>d. Customers may be internal or external</p> <p>e. Enterprises may comprise large, medium or small worksites</p> <p>f. Work may be undertaken in various work environments</p> <p>g. Assessment may be involved with work conducted in restricted spaces, exposed conditions, controlled or open environment and may involve exposure to chemicals, and other harmful substances movements of equipment, goods, vehicles</p> <p>h. Operations conducted by day or night</p>

## Range of Variables

### EXTENSION UNIT-PLAN AND REVIEW ASSESSMENT

(Continued)

<p>3. Sources of information/documents may include</p>	<ul style="list-style-type: none"> <li>a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Codes of Practice</li> <li>g. Legislation and Regulations</li> <li>h. Award, Enterprise Bargaining Agreement, other industrial arrangements</li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures</li> </ul>
<p>4. Workplace context may include</p>	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1. Workplace agreements and awards</li> <li>b.2. Occupational health &amp; safety</li> <li>b.3. State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative process may involve               <ul style="list-style-type: none"> <li>c.1. Staff members</li> <li>c.2. Management</li> <li>c.3. Union representatives</li> <li>c.4. Industrial relations, Occupational Health and Safety specialists</li> <li>c.5. Other professional or technical staff</li> <li>c.6. Registered training provider personnel</li> </ul> </li> </ul>
<p>5. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to</p>	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Equal Employment and Equal Employment Opportunity Legislation</li> <li>j. State/Territory Training Authority Legislation and Regulations</li> <li>k. Emergency Procedures</li> </ul>

## Evidence Guide

### EXTENSION UNIT-PLAN AND REVIEW ASSESSMENT

1. Critical aspects of evidence to be considered	<p>a. This Range of Variables should be read in conjunction with the variables for <i>Conduct Assessment in Accordance with an Established Assessment Procedure</i> and the following</p> <p>a.1 Assessment must confirm the appropriate knowledge and skills to</p> <p>a.1.1 Assist in the design of registered provider assessment review systems</p> <p>a.1.2 Interpret and provide advice on the requirements of the Transport and Distribution Industry Training Advisory Body Assessment Guidelines in relation to review, evaluation and validation of assessment to endorsed industry standards</p> <p>a.1.3 Provide useful recommendations on improvements (written and oral) to the assessment process (personal practice and provider policy)</p> <p>a.1.4 Make appropriate reports to persons with responsibility for the system</p> <p>a.1.5 Report system improvements and non-conformities</p>
2. Interdependent assessment of units	<p>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</p>
3. Required knowledge and skills	<p>a. Displays the following knowledge and skills in terms of job role or function</p> <p>a.1 Apply basic evaluation methodologies to reviewing the implementation efficiency and effectiveness of the assessment process</p> <p>a.2 Support other assessors in the review of the registered provider assessment policy</p> <p>a.3 Obtain from participants, and other relevant personnel feedback on the outcomes of assessment for individuals and the enterprise</p>
4. Resource implications	<p>a. Access to assessments, other assessors and appropriate registered provider assessment system and mechanisms to organise evaluation data</p>
5. Consistency in performance	<p>a. Shows evidence of application of relevant workplace procedures including</p> <p>a.1 Use of review, evaluation and validation instruments and processes from industry assessment guidelines; registered provider; State/Territory education and training authorities</p> <p>a.2 Participating in review procedures for assessment at the registered provider and state/national provider level</p> <p>a.3 Evaluation of own assessment plans and procedures</p> <p>b. Applies knowledge and skills when</p> <p>b.1 Analysing units of competency and devising simple methods and tools for evidence gathering</p> <p>b.2 Selecting representative sample(s) for trialing of assessment tools/methods</p> <p>b.3 Planning assessment sequences (formative and summative) and provision of feedback to assessees</p> <p>b.4 Identifying appropriate evidence for evaluation/validation purposes</p> <p>b.5 Analysing evidence from own assessments and improving personal performance</p>
6. Context for assessment	<p>a. Assessment may occur on the job or in a simulated workplace</p>

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 applies to assessors who are required to evaluate existing assessment tools in relation to enterprise and/or assessment context and modify or develop assessment tools to meet particular purposes

ELEMENT	PERFORMANCE CRITERIA
<p>1. Identify appropriate assessment tools</p>	<ul style="list-style-type: none"> <li>a. Determine the range of available assessment tools appropriate to assessment contexts and characteristics of person(s) being assessed</li> <li>b. Identify any shortfall or inadequacies in the range of relevant assessment tools available</li> <li>c. Identify and select assessment tools consistent with assessment purposes and procedures</li> <li>d. Determine the nature and range of reasonable adjustment allowed for each assessment tool</li> </ul>
<p>2. Assemble assessment tools</p>	<ul style="list-style-type: none"> <li>a. Design or modify existing assessment tools so that their format, language, literacy and numeracy requirements are appropriate to the characteristics of the assessor, person being assessed and the assessment context</li> <li>b. Verify that the assessment tools maintain validity but are easy to administer and allow sufficient flexibility to meet the range of possible assessment contexts</li> <li>c. Verify that the assessment tools designed and/or selected are valid and maximise reliability, flexibility and fairness</li> <li>d. Modify existing assessment tools when required to meet the particular assessment needs of assessor, person(s) being assessed and the particular contexts which assessment is to be conducted</li> </ul>
<p>3. Trial and review assessment tools</p>	<ul style="list-style-type: none"> <li>a. Identify the criteria used to evaluate the outcomes of trials</li> <li>b. Determine representative groups for trial assessment events</li> <li>c. Conduct trial and seek responses from all involved parties</li> <li>d. Compile and analyse responses from trials</li> <li>e. Modify assessment tool(s) based on the responses to the trial</li> </ul>

## Range of Variables

### DEVELOP ASSESSMENT TOOLS

VARIABLE	SCOPE
1. General context	<ul style="list-style-type: none"> <li>a. Assessment tools may be used on the job or in a simulated setting</li> <li>b. Assessment tools may be required to be used in a single site or multi site operation</li> <li>c. Outcomes of assessment impact on organisational effectiveness</li> <li>d. Work is performed under some supervision, generally within a team environment</li> <li>e. Customers may be internal or external</li> <li>f. Enterprises may comprise large, medium or small worksite</li> <li>g. Work may be undertaken in various work environments</li> <li>h. Operations conducted by day or night</li> </ul>
2. Sources of information/documents may include	<ul style="list-style-type: none"> <li>a. Transport and Distribution units of competency, assessment guidelines, learning resources and training package information</li> <li>b. Manufacturer's specifications</li> <li>c. Enterprise operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheet</li> <li>f. Codes of Practice</li> <li>g. Legislation and Regulations</li> <li>h. Awards, Enterprise Bargaining Agreements, other industrial arrangements</li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures</li> </ul>
3. Workplace context may include	<ul style="list-style-type: none"> <li>a. Work organisation procedures and practices</li> <li>b. Conditions of service, legislation and industrial agreements including               <ul style="list-style-type: none"> <li>b.1 workplace agreements and awards</li> <li>b.2 occupational health &amp; safety</li> <li>b.3 State, Federal or Territory Legislation</li> </ul> </li> <li>c. Consultative processes may involve               <ul style="list-style-type: none"> <li>c.1 staff members</li> <li>c.2 management</li> <li>c.3 union representatives</li> <li>c.4 industrial relations, Occupation Health &amp; Safety specialists</li> <li>c.5 other professional or technical staff</li> <li>c.6 registered training provider personnel</li> </ul> </li> </ul>
4. Applicable State/Territory/Commonwealth regulations and legislation may include but are not limited to:	<ul style="list-style-type: none"> <li>a. Occupational Health &amp; Safety</li> <li>b. Workplace Relations</li> <li>c. Workers Compensation</li> <li>d. Water and Road use and license arrangements</li> <li>e. License, Patent or copyright arrangements</li> <li>f. Dangerous goods and air freight regulations</li> <li>g. Export/Import/Quarantine/Bond requirements</li> <li>h. Environmental Protection Legislation</li> <li>i. Equal Employment &amp; Equal Employment Opportunity Legislation</li> <li>j. State/Territory Training Authority Legislation and Regulations</li> <li>k. Emergency Procedures</li> </ul>
5. Purpose of assessment	<ul style="list-style-type: none"> <li>a. Assessment may be used for one or more purposes such as               <ul style="list-style-type: none"> <li>a.1 diagnosing performance</li> <li>a.2 classifying an employee in terms of a skills-based award</li> <li>a.3 confirming an employee's competency for the purpose of career advancement/job level</li> <li>a.4 awarding a qualification</li> <li>a.5 providing a statement of attainment</li> <li>a.6 confirming progress in learning</li> <li>a.7 recognising prior learning</li> </ul> </li> </ul>

## Range of Variables

### DEVELOP ASSESSMENT TOOLS

(Continued)

6. Characteristics of person(s) being assessed	<p>a. Significant characteristics which may need to be taken into account during assessment may include</p> <ul style="list-style-type: none"> <li>a.1. language, literacy and numeracy levels</li> <li>a.2. cultural background</li> <li>a.3. non-English speaking background</li> <li>a.4. disabilities</li> <li>a.5. shift worker</li> <li>a.6. older employees</li> <li>a.7. gender</li> <li>a.8. experience in assessment</li> <li>a.9. nervousness or anxiety</li> </ul>
7. Appropriateness of evidence type	<p>a. Appropriateness of evidence may include</p> <ul style="list-style-type: none"> <li>a.1. cost effectiveness</li> <li>a.2. practicable</li> <li>a.3. communication skills of person(s) being assessed</li> <li>a.4. assessment experience and special needs of person(s) being assessed</li> </ul>
8. Assessment policy	<p>a. There may be enterprise/provider policies or arrangements on assessment covering all or some of the following</p> <ul style="list-style-type: none"> <li>a.1. purpose of assessment</li> <li>a.2. industrial relations issues</li> <li>a.3. what and who is to be assessed</li> <li>a.4. timing of assessments</li> <li>a.5. links with other human resources functions</li> <li>a.6. record keeping requirements</li> <li>a.7. recognition of prior learning</li> <li>a.8. development costs and resources</li> <li>a.9. evaluation</li> </ul>
9. Assessment methods	<p>a. Assessment methods may include combinations of</p> <ul style="list-style-type: none"> <li>a.1. direct observation of performance or product</li> <li>a.2. practical tasks</li> <li>a.3. projects</li> <li>a.4. written/oral/computer-based questioning</li> <li>a.5. simulation exercise(s)</li> <li>a.6. consideration of third party reports and self and peer assessment</li> <li>a.7. authenticated prior achievements</li> </ul>
10. Evidence gathering tools	<p>a. Evidence gathering/assessment tools may include</p> <ul style="list-style-type: none"> <li>a.1. specific instructions to be given in relation to the performance of practical tasks or processes or simulation exercises</li> <li>a.2. specific instructions to be given in relation to the production of projects and exercises</li> <li>a.3. sets of oral/written/computer-based questions</li> <li>a.4. performance checklist</li> <li>a.5. log books</li> <li>a.6. marking guides</li> </ul> <p>b. A number of these tools may be used in combination in order to provide enough evidence to make a judgement</p>
11. Relevant parties	<p>a. Relevant parties may include</p> <ul style="list-style-type: none"> <li>a.1. assessors</li> <li>a.2. person(s) being assessed</li> <li>a.3. union representatives</li> <li>a.4. joint consultative committees</li> <li>a.5. users of assessment information such as Registered Training Organisations, employers, human resource departments</li> <li>a.6. State Training Authorities</li> </ul>
12. Assessment location	<p>a. Assessment may occur:</p> <ul style="list-style-type: none"> <li>a.1. in the workplace-on or off the job</li> <li>a.2. in a training establishment/centre simulated work environment</li> <li>a.3. in a combination of locations to suit the units of competency being assessed</li> </ul>

## Range of Variables

### DEVELOP ASSESSMENT TOOLS

(Continued)

13. Operational constraints	<p>a. Operational constraints may include</p> <ul style="list-style-type: none"><li>a.1. time available for assessment</li><li>a.2. relative cost of evidence gathering strategies</li><li>a.3. availability of assessors</li><li>a.4. availability of experts in the vocational area to be assessed</li><li>a.5. availability of person(s) being assessed because of matters such as roster, shift work</li><li>a.6. geographical location of person(s) being assessed</li></ul>
14. Record system	<p>a. Record systems may include:</p> <ul style="list-style-type: none"><li>a.1. paper based system</li><li>a.2. computer based system using magnetic or optical storage</li><li>a.3. combination of both paper and computer based systems</li></ul> <p><i>NB: Statutory and legislative requirements for maintaining records may vary in state/territories</i></p>
15. Special needs of person(s) being assessed	<p>a. Person(s) being assessed may have special needs. Reasonable adjustments may need to be made in the assessment process. Candidates with special needs may include those with disabilities or with literacy, numeracy or language difficulties, those who come from non-English speaking backgrounds, or anxious or inexperienced candidates</p> <p>b. Examples of reasonable adjustments include provision of personal support services (e.g. Auslan interpreter, reader, interpreter, attendant career, scribe), use of special equipment (e.g. word processor or lifting gear) or adaptive technology, shorter assessment sessions to allow for fatigue or medication, use of large print version of any papers.</p>

## Evidence Guide

### DEVELOP ASSESSMENT TOOLS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm the appropriate knowledge and skills to</p> <p>a.1 select appropriate tools to gather evidence type(s) relevant to the competencies being assessed</p> <p>a.2 choose the evidence types which are appropriate to the assessment contexts and meet operational constraints</p> <p>a.3 design assessment tools with regard to sufficiency, currency, consistency and authenticity and to take into account the characteristics of person(s) to be assessed</p> <p>a.4 design flexible assessment methods and tools that can be contextualised for different environments, participant needs and special circumstances</p> <p>a.5 select a sample audience and trial assessment tools making appropriate adjustments</p> <p>a.6 design assessment tools which will provide time and cost effective assessments</p> <p>a.7 establish an evaluation criteria for assessment tools</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units, which form part of a job role
3. Required knowledge and skill	<p>a. Displays in job role the underpinning knowledge and skills including</p> <p>a.1 Transport &amp; Distribution Competency Standards and Assessment Guidelines</p> <p>a.2 analysis of units of competency to determine appropriate indicators of competency evidence requirements</p> <p>a.3 application of assessment methods and tools to elicit appropriate evidence, in a workplace context, from target audience</p> <p>a.4 compliance with requirements for copyright and other regulatory requirements</p>
4. Resource implications	a. Access to a target audience, unit(s) of competency to be assessed, and resources for the development of assessment methods and tools
5. Consistency in performance	<p>a. Applies knowledge and skills when</p> <p>a.1 justifying selection of tools and evidence gathered in terms of the units of competency; times and costs; ease of use by participants and assessors</p> <p>a.2 adjusting assessment methods and tools to particular contexts</p> <p>a.3 designing assessment to account for recognition of current competency and for identification of development needs</p> <p>a.4 evaluating appropriate assessment tools for the target audience</p>
6. Assessment	a. Assessment may occur on the job or in a simulated workplace

#### 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

Unit TDT O4 98A CONDUCT SAFETY AND HAZARD CONTROL PROCEDURES FOR TRANSFERRING DANGEROUS / SPECIALISED GOODS

Field O Security

**DESCRIPTION:**

**Skills and knowledge required to conduct and co-ordinate safety and hazard control procedures during high risk loading, unloading or goods movement activities**

ELEMENT	PERFORMANCE CRITERIA
1. Clarify movements of hazardous or high risk goods	<ul style="list-style-type: none"> <li>a. Schedule details, nature of risk, special precautions and procedures clarified with line managers or supervisory staff</li> <li>b. Information is collected/checked against workplace procedures and relevant regulatory framework</li> <li>c. Activities requiring special approvals or workplace procedure changes are identified and approvals obtained</li> <li>d. Safety and hazard control procedures are communicated to relevant parties</li> </ul>
2. Implement safety and hazard control procedures for loading, unloading or goods movement activities	<ul style="list-style-type: none"> <li>a. Transfer operations are conducted in accordance with workplace procedures and relevant legislation</li> <li>b. Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors</li> <li>c. Procedures to control movement of equipment and personnel within the goods movement area effected by the risks are implemented</li> <li>d. Safety and hazard control procedures are monitored and maintained with action taken to modify procedures where necessary (in accordance with scope of authority)</li> <li>e. Goods are moved within relevant enterprise procedures and statutory regulations</li> </ul>
3. Review and complete goods transfer operation	<ul style="list-style-type: none"> <li>a. Completed activities are checked against operational plan</li> <li>b. Relevant documentation is completed</li> <li>c. Specialised equipment used for the process is maintained and stored</li> <li>d. Worksite is checked and returned to operational status</li> </ul>

## Range of Variables

### CONDUCT SAFETY AND HAZARD CONTROL PROCEDURES FOR TRANSFERRING DANGEROUS/SPECIALISED GOODS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work in the bulk handling, dangerous goods and freight forwarding sections of the Transport and Distribution industry</li> <li>b. Work normally performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Hazards may include:               <ul style="list-style-type: none"> <li>f.1. hazardous or dangerous materials</li> <li>f.2. contamination of, or from, materials being handled</li> <li>f.3. noise, light, energy sources</li> <li>f.4. stationary and moving machinery, parts or components</li> <li>f.5. service lines</li> <li>f.6. spills, leakages, ruptures</li> <li>f.7. dust/vapours</li> </ul> </li> <li>g. Hazard management is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> <li>h. Requirements for work may include:               <ul style="list-style-type: none"> <li>h.1. site restrictions and procedures</li> <li>h.2. use of safety and personal protection equipment</li> <li>h.3. communications equipment</li> <li>h.4. specialised lifting and/or handling equipment</li> <li>h.5. incident/accident breakdown procedures</li> <li>h.6. authorities and permits</li> <li>h.7. additional gear and equipment</li> <li>h.8. noise restrictions</li> <li>h.9. hours of operation</li> </ul> </li> <li>i. Consultative processes may involve:               <ul style="list-style-type: none"> <li>i.1. other employees and supervisors</li> <li>i.2. suppliers, potential customers and existing clients</li> <li>i.3. relevant authorities and emergency services</li> <li>i.4. management and union representatives</li> <li>i.5. industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul> </li> </ul>
2. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>b. Operations manuals, job specifications and procedures and induction documentation</li> <li>c. Competency standards and training materials</li> <li>d. Manufacturer's specifications, instructions and labelling advice including materials safety data sheets</li> <li>e. Workplace operating procedures and policies</li> <li>f. Supplier and/or client instructions</li> <li>g. Australian Dangerous Goods Code</li> <li>h. Australian and International standards, criteria and certification requirements</li> <li>i. Communications technology equipment, oral, aural or signed communications</li> <li>j. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>j.1. workplace agreements and awards</li> <li>j.2. occupational health &amp; safety procedures</li> </ul> </li> <li>k. Applicable State, Territory, Commonwealth legislation and regulations which relate to:               <ul style="list-style-type: none"> <li>k.1. Occupational Health &amp; Safety regulations and legislation</li> <li>k.2. Workplace Relations Act(s)</li> <li>k.3. Workers Compensation</li> <li>k.4. License, Patent or copyright arrangements</li> <li>k.5. Dangerous goods and hazardous substances</li> <li>k.6. Environment Protection Legislation</li> <li>k.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> <li>k.8. Traffic Acts</li> </ul> </li> <li>l. Standards and certification requirements</li> <li>m. Quality assurance procedures</li> <li>n. Emergency procedures</li> </ul>
3. Unit specific factors	<ul style="list-style-type: none"> <li>a. Emergency response groups may include Fire Services, Police, EPA or other regulatory bodies</li> <li>b. Risks include fire, explosion, spills</li> </ul>

## Evidence Guide

### CONDUCT SSAFETY AND HAZARD CONTROL PROCEDURES FOR TRANSFERRING DANGEROUS / SPECIALISED GOODS

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. Implement safety and hazard control procedures and requirements for the transfer of dangerous or specialised goods</p> <p>a.2. co-ordinate staff and resources to manage the transfer within risk management principles.</p> <p>a.3. select appropriate equipment and work systems</p> <p>a.4. identify job and site hazards and plan work to minimise risks</p> <p>a.5. determine (any) required permits</p> <p>a.6. use appropriate communication strategies and equipment</p> <p>a.7. locate, interpret and apply relevant information</p> <p>a.8. maintain enterprise records and documentation</p> <p>a.9. identify and safely handle equipment and goods, apply hierarchy of control</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. equipment applications, capacities, configurations, safety hazards and control mechanisms</p> <p>a.2. implications of OHS/OSH legislation and codes of practice</p> <p>a.3. enterprise and regulatory requirements</p> <p>a.4. operational procedures for allocation and co-ordination of resources</p> <p>a.5. prioritising work and co-ordinating self in relation to activities</p> <p>a.6. enterprise work procedures</p> <p>a.7. focus of operation of work systems and equipment</p> <p>a.8. application of relevant agreements, codes of practice or other legislative requirements</p> <p>a.9. identification and correct use of containers and goods coding, HAZCHEM marking, equipment, processes and procedures</p> <p>a.10. planning own work including predicting consequences and identifying improvements</p>
4. Resource implications	a. Dangerous/specialised goods for transfer, regulations and procedures
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts, risk situations and environments</p> <p>c. Effectively negotiates to resolve issues and problems</p> <p>d. Uses organisational structures effectively to complete work operations</p> <p>e. Demonstrates consistency of performance over time and in a range of contexts</p> <p>f. Shows evidence of application of relevant workplace procedures including:</p> <p>f.1. codes of practice, hazard policies and procedures</p> <p>f.2. issue resolution procedures</p> <p>f.3. job procedures and work instructions</p> <p>f.4. guidelines relating to the safe use of machinery and equipment</p> <p>f.5. quality assurance procedures (where existing)</p> <p>f.6. security procedures</p> <p>f.7. housekeeping processes</p> <p>f.8. waste, pollution and recycling management processes</p> <p>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</p> <p>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</p> <p>i. Operational capability of equipment used and work processes are selected to provide for safe and efficient transfer of goods</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

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	2	2



## Unit TDT P5 98A      **MANAGE WORKPLACE INFORMATION**

Field    P

Business Planning

### DESCRIPTION:

**Skills and knowledge required to participate in planning processes in organisations, incorporating information gathering, planning and resourcing within the organisation. (Frontline Management Unit)**

ELEMENT	PERFORMANCE CRITERIA
1. Identify and source information needs	<ul style="list-style-type: none"> <li>a. The information needs of individuals/teams is determined and the potential sources of information are identified</li> <li>b. Information held by the organisation is reviewed to determine suitability and accessibility</li> <li>c. Arrangements are made to obtain information which is not available/accessible within the organisation</li> </ul>
2. Collect, analyse and report information	<ul style="list-style-type: none"> <li>a. Collection of information is timely and relevant to the needs of individuals/teams</li> <li>b. Information is in a format suitable for analysis, interpretation and dissemination</li> <li>c. Information is analysed to identify and report relevant trends and developments in terms of the needs for which it was acquired</li> </ul>
3. Use management information systems	<ul style="list-style-type: none"> <li>a. Management information systems are used effectively to store and retrieve data for decision making</li> <li>b. Technology available in the work area/organisation is used to manage information efficiently and effectively</li> <li>c. Recommendations for improving the information system are submitted to designated persons/groups</li> </ul>
4. Contribute to the preparation of operational plans	<ul style="list-style-type: none"> <li>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</li> <li>b. Operational plans are prepared and presented in accordance with the enterprises guidelines and requirements</li> </ul>
5. Prepare resource proposals	<ul style="list-style-type: none"> <li>a. Resource planning data is collected in consultation with colleagues including those who have a specialist role in resource management</li> <li>b. Estimates of resource needs and utilisation reflects the enterprises business plans, customer and supplier requirements</li> <li>c. Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes</li> </ul>

## Range of Variables

### MANAGE WORKPLACE INFORMATION

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in the Warehousing, Storage Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1. other employees and supervisors</li> <li>b.2. customers and suppliers</li> <li>b.3. management and union representatives</li> <li>b.4. industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of:	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:</li> <li>b. enterprise policies and procedures               <ul style="list-style-type: none"> <li>b.1. guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>b.2. quality assurance procedures (where existing)</li> <li>b.3. responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>c. Relevant agreements, codes of practice and other legislative requirements</li> <li>d. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>h.1. workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:               <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>i.2. Workplace Relations</li> <li>i.3. Workers Compensation</li> <li>i.4. Hazardous substances and dangerous goods</li> <li>i.5. Environment Protection</li> <li>i.6. Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Information may be in print or electronic form</li> </ul>

## Evidence Guide

### MANAGE WORKPLACE INFORMATION

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1. manages work effectively to achieve goals and results</p> <p>a.2. prepare financial information and resource proposals</p> <p>a.3. manage own work to achieve organisational goals and required results</p> <p>a.4. suggest improvements to management of information and negotiate changes to systems and approaches</p> <p>a.5. mediate and resolve issues surrounding budgets and planning maximising positive outcomes for the organisation and the individuals within it</p> <p>a.6. apply techniques to encourage appropriate team / group to apply basic financial concepts</p> <p>a.7. research, interpret and apply relevant information</p> <p>a.8. provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1. focus of operation of systems, resources, management and workplace operating systems</p> <p>a.2. methods to improve efficiency in resource management</p> <p>a.3. select and efficiently use information management systems and technologies</p> <p>a.4. resource availability including the competencies of individuals in the team / group</p> <p>a.5. coaching and mentoring approaches to support team members to share knowledge and skills</p> <p>a.6. enterprise business policies and plans including procedures for financial reporting and system improvement</p> <p>a.7. selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. projects requiring execution
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in any service provision or design</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently considers when allocating tasks :</p> <p>f.1. competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</p> <p>f.2. enterprise policies including issue resolution and grievance procedures</p> <p>f.3. cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</p> <p>g. Arranges work activities to achieve goals and results</p> <p>h. Uses consultative approaches to implement and evaluate information system</p> <p>i. Organisational performance is improved through improved access to and utilisation of information systems</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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

# Unit TDT Q7 98A      PREPARE AND PROCESS FINANCIAL DOCUMENTS

Field    Q                      Financial Management

## DESCRIPTION:

Skills and knowledge required to prepare, reconcile and process financial documentation

ELEMENT	PERFORMANCE CRITERIA
6. Record and balance petty cash transactions	<ul style="list-style-type: none"> <li>e. Petty cash vouchers are prepared</li> <li>f. Petty cash claims and vouchers are checked for accuracy and authenticity before processing</li> <li>g. Petty cash transactions are recorded</li> <li>h. Irregularities are noted and referred to nominated person/section in accordance with enterprise procedures</li> <li>i. Transactions are balanced</li> <li>j. Transactions are presented to nominated person/section for checking in accordance with enterprise procedures</li> </ul>
7. Reconcile invoices for payment to creditors	<ul style="list-style-type: none"> <li>c. Discrepancies between invoices and delivery notes/service agreements are identified and reported for resolution in accordance with enterprise procedures</li> <li>d. Errors in invoice charges are identified and corrective action undertaken within scope of authority in accordance with enterprise procedures</li> <li>e. Discrepancies are rectified as directed</li> <li>f. Correct and authorised invoices are processed for payment and, where required, entered into financial records</li> <li>g. Creditor enquiries are resolved within scope of authority or referred to other personnel in accordance with enterprise procedures</li> </ul>
8. Prepare invoices for debtors	<ul style="list-style-type: none"> <li>c. Preparatory calculations are performed to produce accurate invoices</li> <li>d. Relevant documentation is completed to ensure accuracy of contents</li> <li>e. Invoices are distributed to nominated personnel for verification prior to despatch</li> <li>f. Verified invoices are despatched within designated timelines</li> <li>g. Verified figures are entered into financial journals</li> <li>h. Documents are filed for auditing purposes and, if required, follow-up action</li> </ul>
9. Prepare and process banking documents	<ul style="list-style-type: none"> <li>d. Financial transactions are listed on deposit forms in accordance with financial institutions requirements</li> <li>e. Pay-in documentation is balanced with all financial calculations</li> <li>f. Financial institution deposit totals are balanced with internal records</li> <li>g. Deposits are lodged with the financial institution</li> </ul>

## PREPARE AND PROCESS FINANCIAL DOCUMENTS

VARIABLE	SCOPE
4. Workplace context	<ul style="list-style-type: none"> <li>a. This unit covers work within the Transport and Distribution industry</li> <li>b. Work is performed under general supervision</li> <li>c. Customers may be internal or external</li> <li>d. Operations conducted day or night</li> <li>e. Environment may include movement of equipment, goods, materials and vehicular traffic</li> <li>f. Requirements for work may include:                             <ul style="list-style-type: none"> <li>f.1. site restrictions and procedures</li> <li>f.2. use of safety and personal protection equipment</li> <li>f.3. communications equipment</li> <li>f.4. financial regulations and processes</li> <li>f.5. hours of operations</li> <li>f.6. security procedures</li> <li>f.7. relevant regulations</li> </ul> </li> <li>g. Consultative processes may involve:                             <ul style="list-style-type: none"> <li>g.1. other employees and supervisors</li> <li>g.2. suppliers, potential customers and existing clients</li> <li>g.3. financial institutions</li> <li>g.4. relevant authorities</li> <li>g.5. management and union representatives</li> <li>g.6. Occupational Health and Safety specialists,</li> <li>g.7. other maintenance, professional or technical staff</li> </ul> </li> </ul>
5. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Operations manuals, job specifications and procedures and induction documentation</li> <li>b. Competency standards and training materials</li> <li>c. Manufacturer's/client specifications, instructions and labelling advice including materials safety data sheets</li> <li>d. Workplace operating procedures and policies</li> <li>e. Supplier and/or client instructions</li> <li>f. Australian and International standards, criteria and certification requirements</li> <li>g. Communications technology equipment, oral, aural or signed communications</li> <li>h. Applicable State, Territory, Commonwealth legislative framework and guidelines concerning:                             <ul style="list-style-type: none"> <li>h.1. Occupational Health &amp; Safety</li> <li>h.2. Financial transactions</li> <li>h.3. Export and import transactions</li> </ul> </li> <li>i. Standards and certification requirements</li> <li>j. Quality assurance procedures</li> <li>k. Emergency procedures</li> <li>l. International transport regulations, codes and procedures</li> </ul>
6. Unit specific factors	<ul style="list-style-type: none"> <li>a. Lodgement of transactions with financial institutions may include electronic banking, and manual processes including the use of third parties</li> <li>b. Preparation of documentation is undertaken within scope of authority</li> <li>c. Business source documents may include: requisitions, orders, service statements, invoices and receipts, despatch and receival notes, credit notes, statements, sales tax statements, consignment notes</li> </ul>

## PREPARE AND PROCESS FINANCIAL DOCUMENTS

7. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:                             <ul style="list-style-type: none"> <li>a.1. prepare and process invoices, payments and financial transactions</li> <li>a.2. select appropriate equipment and work systems</li> <li>a.3. accurately reconcile various sources of data</li> <li>a.4. use appropriate communication strategies and equipment</li> <li>a.5. maintain enterprise records and documentation</li> </ul> </li> </ul>
8. Interdependent assessment of units	b. This unit of competency may be assessed in conjunction with other units that form part of a job role or function
9. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:                             <ul style="list-style-type: none"> <li>a.1. use of a range of office equipment</li> <li>a.2. computer systems and financial software packages</li> <li>a.3. calculation and communication skills</li> <li>a.4. knowledge of financial institutions, processes and procedures</li> <li>a.5. Recording mechanisms/systems</li> <li>a.6. regulatory requirements for financial transactions</li> <li>a.7. implications of OHS/OSH legislation and codes of practice</li> <li>a.8. operational procedures for the receipt, transfer and documentation of financial data and files</li> <li>a.9. application of customer service policies and procedures</li> </ul> </li> </ul>
10. Resource implications	b. Access to financial information, enterprise documentation, recording and processing systems
11. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Modifies activities (within scope of authority) to cater for variations in workplace contexts and environment</li> <li>c. Effectively negotiates to resolve issues and problems</li> <li>d. Uses organisational structures effectively to complete work operations</li> <li>e. Demonstrates consistency of performance over time and in a range of contexts</li> <li>f. Shows evidence of application of relevant workplace procedures including:                             <ul style="list-style-type: none"> <li>f.1. codes of practice, hazard policies and procedures</li> <li>f.2. issue resolution procedures</li> <li>f.3. job procedures and work instructions</li> <li>f.4. guidelines relating to the safe use of machinery and equipment</li> <li>f.5. quality assurance procedures (where existing)</li> <li>f.6. security procedures</li> <li>f.7. housekeeping processes</li> <li>f.8. waste, pollution and recycling management processes</li> </ul> </li> <li>g. Action taken promptly - accidents and incidents reported within regulatory requirements and following workplace procedures</li> <li>h. Work completed systematically in accordance with safe operating procedures to minimise the risk of injury to self or others or damage to goods, equipment or products</li> </ul>
12. Context for assessment	b. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines

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

### Unit TDT R1 98A MONITOR SUPPLIER PERFORMANCE

Field R Procurement

**DESCRIPTION:****Skills and knowledge required to the monitor supplier performance with contracted agreements**

ELEMENT	PERFORMANCE CRITERIA
1. Administer supplier contract	<ul style="list-style-type: none"><li>a. Procedures for the receipt of supplied goods/materials are documented and implemented within the workplace</li><li>b. Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules</li><li>c. Non-conformance of supplier with contracted requirements are accurately detailed</li><li>d. Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority</li><li>e. Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures</li></ul>
2. Complete documentation	<ul style="list-style-type: none"><li>a. Annotations and performance assessment/evaluations are completed and appended to supplier file</li><li>b. Action taken in regards to non-conformance of contracted requirements is documented and appended to supplier file</li><li>c. System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements</li></ul>

## Range of Variables

### MONITOR SUPPLIER PERFORMANCE

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in the Warehousing, Storage, Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1 other employees and supervisors</li> <li>b.2 customers and suppliers</li> <li>b.3 management and union representatives</li> <li>b.4 industrial relations, Occupational Health and Safety specialists other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of:	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1 enterprise policies and procedures</li> <li>a.2 guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3 quality assurance procedures (where existing)</li> <li>a.4 responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> </ul> </li> <li>b. Relevant agreements, codes of practice and other legislative requirements</li> <li>c. Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or suppliers handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>h.1 workplace agreements and awards</li> <li>h.2 occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:               <ul style="list-style-type: none"> <li>i.1 Occupational Health &amp; Safety in terms of duties of employers, employees, suppliers and contractors</li> <li>i.2 Hazardous substances and dangerous goods</li> <li>i.3 Environment Protection</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Contracts may be for singular or continuous supply</li> <li>b. Document /data interchange may be electronic or paper based</li> <li>c. Suppliers may include domestic and international contractors, corporations and government agencies</li> <li>d. Contract non-conformance must be demonstrable</li> <li>e. Relevant legislation may concern contract dispute, confidentiality, goods regulatory requirements, probity</li> </ul>



## Evidence Guide

1. Critical aspects of evidence to be considered	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <p>a.1 suggest improvements to supply operations and negotiate changes</p> <p>a.2 mediate and resolve issues surrounding supply, maximising positive outcomes for the organisation and the individuals within it</p> <p>a.3 apply techniques to encourage appropriate participation of team / group members and external organisations or individuals with relevant expertise</p> <p>a.4 identify requirements of tasks and organise planning, job completion and evaluation stages</p> <p>a.5 locate, interpret and apply relevant information</p> <p>a.6 provide customer/client service and work effectively with others</p>
2. Interdependent assessment of units	a. This unit of competency may be assessed in conjunction with other units that form part of a job role
3. Required knowledge and skills may include	<p>a. Display of the following knowledge and skills in terms of job role or function:</p> <p>a.1 focus of operation of supply arrangements, resources, management and workplace operating systems</p> <p>a.2 resource availability including the competencies of individuals in the team / group</p> <p>a.3 contract performance and disputation procedures</p> <p>a.4 enterprise business policies and plans including procedures for maintenance of confidentiality</p> <p>a.5 selection and appropriate application of technology, information systems and procedures</p>
4. Resource implications	a. supply requirements, supplier information, enterprise contract procedures
5. Consistency in performance may include	<p>a. Establishes effective working relationships with colleagues</p> <p>b. Legislative requirements are met in any service provision or design</p> <p>c. Modifies activities to cater for variations in workplace contexts and environment</p> <p>d. Demonstrates consistency of performance over time and in a range of contexts</p> <p>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</p> <p>f. Consistently considers when allocating tasks :</p> <p>f.1 competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</p> <p>f.2 enterprise policies including issue resolution and grievance procedures</p> <p>f.3 cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</p> <p>g. Arranges work to achieve goals and results</p> <p>h. Uses consultative approaches to implement and evaluate work practices</p> <p>i. Organisational performance is improved through improved access to and utilisation of preferred suppliers</p>
6. Context for assessment	a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines

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

# Unit TDT R2 98A SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

Field R

Procurement

## DESCRIPTION:

Skills and knowledge required to select contractors evaluate their performance

ELEMENT	PERFORMANCE CRITERIA
1. Analyse supply requirements	<ul style="list-style-type: none"> <li>a. Purpose and specifications of required goods/services is identified</li> <li>b. Criteria to evaluate potential or existing contractor performance is established</li> <li>c. Quantities of required goods/services are determined</li> <li>d. Frequency of ordering/requesting of goods/services is identified</li> </ul>
2. Evaluate contractors	<ul style="list-style-type: none"> <li>a. Contractors of requested goods/services are identified</li> <li>b. Comparative costings for goods/services are obtained</li> <li>c. Contractors' ability to provide a consistent level of performance on repeat jobs is assessed</li> <li>a. Contractors are evaluated in relation to established criteria and in accordance with enterprise and regulatory procedures</li> <li>b. A prioritised contractor short list is established based on the capacity of contractors to provide a cost competitive quality service</li> <li>c. The outcomes of the contractor selection process are documented including recommendations for actioning agreements/contracts with selected contractors</li> <li>d. Information and data generated during the selection process is filed and maintained in accordance with enterprise procedures</li> </ul>

## Range of Variables

### SOURCE GOODS/SERVICES AND EVALUATE CONTRACTORS

VARIABLE	SCOPE
1. Workplace context	<ul style="list-style-type: none"> <li>a. Work may be undertaken in various work environments in Transport and Distribution Industries</li> <li>b. Consultative processes may involve:               <ul style="list-style-type: none"> <li>b.1 other employees and supervisors</li> <li>b.2 customers and contractors</li> <li>b.3 management and union representatives</li> <li>b.4 industrial relations, Occupational Health and Safety specialists</li> <li>b.5 other professional or technical staff, contractors and maintenance personnel</li> </ul> </li> <li>c. The workplace environment may involve twenty four hour operation, single and multi site location, large, medium and small companies</li> <li>d. Services, products, risks, work systems and requirements potentially vary in different sections of the enterprise</li> <li>e. Customer and supplier contact and co-ordination is a requirement of these operations</li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Operates under general guidance on progress and outcomes of work</li> <li>b. Exercises discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures</li> <li>c. A range of opportunities may be used to develop the work area and to support the development of work systems, 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</li> <li>d. The unit generally applies to those with responsibility for resource co-ordination and allocation and provides leadership of others individually or in teams</li> </ul>
3. Work activities require the application of:	<ul style="list-style-type: none"> <li>a. Relevant workplace procedures including:               <ul style="list-style-type: none"> <li>a.1 enterprise policies and procedures</li> <li>a.2 guidelines relating to minimising risks to the environment and occupational health and safety requirements</li> <li>a.3 quality assurance procedures (where existing)</li> <li>a.4 responding to and reporting of accidents and incidents within regulatory requirements and enterprise procedures</li> <li>a.5 Relevant agreements, codes of practice and other legislative requirements</li> <li>a.6 Appropriate workplace language and communication strategies and interpretation of relevant information</li> </ul> </li> </ul>
4. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Quality or enterprise work specifications and procedures</li> <li>b. Manufacturer's specifications and/or contractors handling and storage advice</li> <li>c. Workplace operating procedures and policies</li> <li>d. Supplier and/or client instructions</li> <li>e. Materials safety data sheets</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:               <ul style="list-style-type: none"> <li>h.1 workplace agreements and awards</li> <li>h.2 occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and any related regulations concerning:               <ul style="list-style-type: none"> <li>i.1 Occupational Health &amp; Safety in terms of duties of employers, employees, contractors and contractors</li> <li>i.2 Workplace Relations</li> <li>i.3 Workers Compensation</li> <li>i.4 Hazardous substances and dangerous goods</li> <li>i.5 Environment Protection</li> <li>i.6 Equal Opportunity, Equal Employment Opportunity and Affirmative Action</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. License, Patent or copyright arrangements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
5. Unit specific factors	<ul style="list-style-type: none"> <li>a. Contractors may be for one-off or repeat supplies/contract services</li> <li>b. Document /data interchange may be electronic or paper based</li> <li>c. Selection processes should include procedures for maintenance of confidentiality and integrity</li> </ul>

## Evidence Guide

[REDACTED]	
1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>a.1 suggest improvements to contractor operations and negotiate changes</li> <li>a.2 mediate and resolve issues surrounding supply of goods/services, maximising positive outcomes for the organisation and the individuals within it</li> <li>a.3 analyse contract requirements</li> <li>a.4 locate, interpret and apply relevant information</li> <li>a.5 provide customer/client service and work effectively with others</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1 focus of operation of supply arrangements, resources, management and workplace operating systems</li> <li>a.2 resource availability including the competencies of individuals in the team / group</li> <li>a.3 enterprise business policies and plans and regulatory procedures for entering into contract arrangements</li> <li>a.4 selection and appropriate application of technology, information systems and procedures</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. supply requirements, contractor information</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Establishes effective working relationships with colleagues</li> <li>b. Legislative requirements are met in any service provision or design</li> <li>c. Modifies activities to cater for variations in workplace contexts and environment</li> <li>d. Demonstrates consistency of performance over time and in a range of contexts</li> <li>e. Impact of decisions minimise risk to the enterprise in terms of commercial, environmental, health (welfare) and safety considerations</li> <li>f. Consistently considers when allocating tasks :               <ul style="list-style-type: none"> <li>f.1 competency requirements, size of tasks, development opportunities and requirements of organisational policy and operating procedures and makes appropriate adjustments when required</li> <li>f.2 enterprise policies including issue resolution and grievance procedures</li> <li>f.3 cultural differences in the workplace, including modes of behaviour and interactions among staff and others and adapts processes accordingly</li> </ul> </li> <li>g. Arranges work to achieve goals and results</li> <li>h. Uses consultative approaches to implement and evaluate potential contractors</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a workplace simulated facility with relevant equipment, simulated work instructions and deadlines</li> </ul>

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:**

Skills and knowledge required to allot a unique identifier to a record & capture it into a record keeping system. The register of records in a record keeping system should be unalterable and auditable.

ELEMENT	PERFORMANCE CRITERIA
1. Identify records to be captured	<ul style="list-style-type: none"> <li>a. Material identified &amp; classified for registration is sorted in accordance with recordkeeping system procedures</li> <li>b. Activity documented by the record is identified from the elements of the record in accordance with organisational procedures</li> <li>c. Area or action officer to which the record needs to go is identified from elements of the record &amp; staff list in accordance with organisational procedures</li> <li>d. Any material which cannot be readily identified is referred to the appropriate authority in accordance with organisational procedures</li> </ul>
2. Register the record	<ul style="list-style-type: none"> <li>a. Unique identifier is selected for record in accordance with organisational procedures &amp; recordkeeping system rules</li> <li>b. Record is registered into recordkeeping system. Title, description, details of record creator, immediate location &amp; any other control information to fulfil the system requirements in accordance with organisational procedures</li> <li>c. Access &amp; security status are recorded in accordance with organisational procedures &amp; recordkeeping system rules</li> <li>d. Disposal status of the record is recorded in accordance with recordkeeping system rules &amp; organisational procedures</li> <li>e. Record is forwarded to its appropriate location, which is recorded, in accordance with the system rules &amp; organisational procedures</li> </ul>

## Range Of Variables

### CAPTURE A RECORD INTO A RECORD KEEPING SYSTEM

1. Workplace context	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:               <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. stationary and moving machinery</li> <li>g.3. noise, light, energy sources</li> <li>g.4. electrical equipment</li> <li>g.5. humidity, air temperature, radiant heat</li> <li>g.6. height and reach implications of storage facilities</li> <li>g.7. pests</li> <li>g.8. chemicals</li> </ul> </li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:           <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
3. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:           <ul style="list-style-type: none"> <li>h.1. Workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:           <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> <li>i.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
4. Unit specific factors	<ul style="list-style-type: none"> <li>a. Records may be:           <ul style="list-style-type: none"> <li>a.1. simple records series (single disposal class in disposal authority); number of simple series; form-based records (eg financial or personnel transactions limited range of activities in the records); action may be complete or sentencing may be part of the capture process; media may be paper-based, electronic or other format</li> </ul> </li> <li>b. Operating environment may be:           <ul style="list-style-type: none"> <li>b.1. operating under supervision; as a team effort; solo; sentencing process may encompass review where team procedures include measures to ensure consistency</li> </ul> </li> </ul>

## Evidence Guide

### CAPTURE A RECORD INTO A RECORD KEEPING SYSTEM

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:</li> <li>b. analyse process functions and problems</li> <li>c. retention &amp; disposal of documents</li> <li>d. transactions &amp; activities documented by the records concerned</li> <li>e. use appropriate workplace language and communication technologies</li> <li>f. locate, interpret and apply relevant information</li> <li>g. maintain workplace records</li> <li>h. identify and safely handle equipment and materials</li> <li>i. apply safety precautions appropriate to the task</li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:</li> <li>b. reading &amp; comprehending / interpreting nature of record content; report writing; interpreting retention &amp; disposal schedules</li> <li>c. site layout</li> <li>d. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>e. using tools and techniques to solve problems</li> <li>f. security and confidentiality of material</li> <li>g. effective and efficient use of materials equipment and consumables</li> <li>h. focus of operation of work systems and equipment</li> <li>i. application of relevant agreements, codes of practice or other legislative requirements</li> <li>j. identification and correct use of equipment, processes and procedures</li> <li>k. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to records and records storage/management system</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

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

Unit TDT T2 98A DOCUMENT A RECORDS SYSTEM

Field T Records

**DESCRIPTION:**

Skills and knowledge required to describe a records series which documents a whole function or group of activities. It includes the changes to the series over time arising from changes to the administrative environment, technological environment, & changes in the record creator(s)

ELEMENT	PERFORMANCE CRITERIA
1. Identify the records creators & their accountability requirements	<ul style="list-style-type: none"> <li>a. The creating organisation is identified as a public or private entity &amp; likely sources of information about the creator are identified &amp; assessed as relevant</li> <li>b. The record creator is identified by establishing who or what part of an organisation created the records</li> <li>c. Where there is more than one creator over time, all the creators are located in their organisational &amp; chronological context.</li> <li>d. The accountability requirements &amp; functional responsibilities of the records creators are identified from available information sources</li> <li>e. Sources of information used in the research are identified as authentic &amp; copies kept in accordance with organisational recordkeeping practice</li> </ul>
2. Locate the records creators in their organisational structure	<ul style="list-style-type: none"> <li>a. The nature of the jurisdiction governing the organisation is identified &amp; described</li> <li>b. The location &amp; context of the records creators are described in their organisational structure &amp; context</li> </ul>
3. Identify the activities / function documented by the records	<ul style="list-style-type: none"> <li>a. The actions / activities which the records are generated by, or document, are identified</li> <li>b. The boundaries of the activities are identified from the records &amp; checked against a functional analysis of the organisation</li> <li>c. The records are matched to the functions for which the records creators are responsible</li> <li>d. Date-ranges for the records are determined from the records, supplemented</li> <li>e. where necessary from external sources</li> <li>f. Changes to the activities / function are documented over the time period of the</li> <li>g. Records</li> </ul>
4. Analyse & describe the recordkeeping system in which the records are created to identify the series	<ul style="list-style-type: none"> <li>a. Elements of the recordkeeping system(s) are identified from the records &amp;</li> <li>b. Documented</li> <li>c. The records series is / are identified &amp; documented in accordance with the</li> <li>d. Organisation's standards &amp; procedures</li> <li>e. The history &amp; context of the records system is documented in accordance with</li> <li>f. Organisational standards &amp; procedures</li> </ul>
5. Describe the links between recordkeeping	<ul style="list-style-type: none"> <li>a. Related record series which make up the records series system are identified from analysis of the available source information &amp; the records themselves</li> <li>b. Predecessor &amp; subsequent records series are described to place the series in its chronological context</li> </ul>
6. Describe the anomalies to the normal order of the series	<ul style="list-style-type: none"> <li>a. Anomalies which have occurred over time to the systemic order of the series are identified from analysis of the available source information &amp; the records themselves</li> <li>b. Any anomalies to the systemic order of the series are described &amp; corrected in the way the records are maintained in accordance with organisational procedures</li> <li>c. Where they are identifiable, the causes of the anomalies which have occurred over time are described</li> </ul>
7. Document the records series & its relationships over time	<ul style="list-style-type: none"> <li>a. Documentation is complete, including all available information &amp; analysis results &amp; describes:               <ul style="list-style-type: none"> <li>a.1. the administrative &amp; functional context over time,</li> <li>a.2. the identity of the creators,</li> <li>a.3. the links to other related series, &amp;</li> <li>a.4. the recordkeeping system</li> </ul> </li> <li>b. Documentation is formatted to enable easy access for following researchers &amp; users</li> </ul>



## Range Of Variables

### DOCUMENT A RECORDS SYSTEM

1. Workplace context	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:               <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. Stationary and moving machinery</li> <li>g.3. Noise, light, energy sources</li> <li>g.4. Electrical equipment</li> <li>g.5. Humidity, air temperature, radiant heat</li> <li>g.6. Height and reach implications of storage facilities</li> </ul> </li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:           <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
3. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:           <ul style="list-style-type: none"> <li>h.1. Workplace agreements and awards</li> <li>h.2. Occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:           <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> <li>i.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
4. Unit specific factors	<ul style="list-style-type: none"> <li>a. Records may range from:           <ul style="list-style-type: none"> <li>a.1. Single series to multiple series in a system; complexity of records creating context (multiple changes over time), complexity of system including anomalies &amp; exception to system rules; multiplicity of activities; date-range &amp; size of records series; in various formats including paper; electronic storage media; structured; free text; graphic</li> </ul> </li> </ul>

## Evidence Guide

### DOCUMENT A RECORDS SYSTEM

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:</li> <li>b. Analyse process functions and problems</li> <li>c. use appropriate workplace language and communication technologies</li> <li>d. locate, interpret and apply relevant information</li> <li>e. maintain workplace records</li> <li>f. identify and safely handle equipment and materials</li> <li>g. apply safety precautions appropriate to the task</li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:</li> <li>b. site layout</li> <li>c. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>d. using tools and techniques to solve problems</li> <li>e. security and confidentiality of material</li> <li>f. effective and efficient use of materials equipment and consumables</li> <li>g. focus of operation of work systems and equipment</li> <li>h. application of relevant agreements, codes of practice or other legislative requirements</li> <li>i. identification and correct use of equipment, processes and procedures</li> <li>j. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to records management system and records series.</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

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

Unit TDT T3 98A IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

Field T Records

**DESCRIPTION:**

Skills and knowledge required to classify & capture incoming material into the record keeping system. Classification provides linkages between individual records to provide continuous record of activity

ELEMENT	PERFORMANCE CRITERIA
1. Identify records to be captured	<ul style="list-style-type: none"> <li>a. Incoming material is categorised in accordance with organisational procedures for records which are to be captured</li> <li>b. Storage for records including specific environmental conditions and accessibility requirements are noted and actioned as required</li> <li>c. Activity documented by the record is identified from the elements of the record in accordance with organisational procedures</li> <li>d. Area or action officer to which the record needs to go is identified from elements of the record, or its content, &amp; staff list in accordance with organisational procedures</li> <li>e. Incoming material is assessed against organisational checklist for defending what material needs to be captured.</li> <li>f. Material which does not need to be registered is dealt with in accordance with organisational procedures</li> <li>g. Where required by organisation procedures, the format / media of the record is modified in accordance with organisation requirements &amp; procedures</li> </ul>
2. Classify the record	<ul style="list-style-type: none"> <li>a. The identified transaction / action / activity documented by the record is matched to the organisation's classification scheme</li> <li>b. The full classification of the record is selected in accordance with the system's rules &amp; organisational procedures</li> <li>c. The classified record is linked to other records in the system in accordance with the system's rules &amp; organisational procedures</li> <li>d. Indexing points (cross reference terms) are selected for the record in accordance with the system's rules &amp; organisational procedures</li> </ul>
3. Register the record	<ul style="list-style-type: none"> <li>a. Unique identifier is selected for record in accordance with organisational procedures &amp; record keeping system rules</li> <li>b. Record is registered into record keeping system with title, description, details of record creator, immediate location &amp; any other control information to fulfil the system requirements in accordance with organisational procedures &amp; organisational procedures</li> <li>c. Access &amp; security status are determined in accordance with organisational procedures &amp; documented in accordance with record keeping system rules</li> <li>d. Disposal status of the record is determined &amp; recorded in accordance with the record keeping system's rules &amp; organisational procedures</li> <li>e. Record is forwarded to its appropriate location, which is recorded, in accordance with the system rules &amp; organisational procedures</li> </ul>

## Range Of Variables

### IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

<p>1. Workplace context</p>	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:             <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. Stationary and moving machinery</li> <li>g.3. Noise, light, energy sources</li> <li>g.4. Electrical equipment</li> <li>g.5. Humidity, air temperature, radiant heat</li> <li>g.6. Height and reach implications of storage facilities</li> </ul> </li> </ul>
<p>2. Job role context</p>	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:             <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
<p>3. Sources of information / documents may include:</p>	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:             <ul style="list-style-type: none"> <li>h.1. Workplace agreements and awards</li> <li>h.2. Occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:             <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> <li>i.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
<p>4. Unit specific factors</p>	<ul style="list-style-type: none"> <li>a. Records may be registered (captured) into:             <ul style="list-style-type: none"> <li>a.1. Current records systems; archival control systems; business systems; storage facilities systems</li> <li>a.2. Record media may be: Electronic; paper-based; microform; graphic; mainframe; PC-based applications</li> <li>a.3. Storage may be: Centralised or decentralised; off-line or off-site; in-house or out-sourced; commercial storage service or government repository; CD storage; imaging systems; microform; audio-visual / multimedia formats with special storage requirements (temperature controlled, dust-free, strict air-conditioning specifications)</li> <li>a.4. Access status of records may be: Confidential; high security (restricted); open</li> </ul> </li> </ul>

## Evidence Guide

### IDENTIFY AND CLASSIFY RECORDS TO BE CAPTURED

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:</li> <li>b. Analyse process functions and problems</li> <li>c. use appropriate workplace language and communication technologies</li> <li>d. locate, interpret and apply relevant information</li> <li>e. maintain workplace records</li> <li>f. identify and safely handle equipment and materials</li> <li>g. apply safety precautions appropriate to the task</li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:</li> <li>b. site layout</li> <li>c. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>d. using tools and techniques to solve problems</li> <li>e. security and confidentiality of material</li> <li>f. effective and efficient use of materials equipment and consumables</li> <li>g. focus of operation of work systems and equipment</li> <li>h. application of relevant agreements, codes of practice or other legislative requirements</li> <li>i. identification and correct use of equipment, processes and procedures</li> <li>j. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to records management system and records series.</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

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

Unit TDT T4 98A MAINTAIN CONTROL OF RECORDS

Field T Records

**DESCRIPTION:**

Skills and knowledge required to track and retrieve information about records in a records system and provide management reports

ELEMENT	PERFORMANCE CRITERIA
1. Track record	<ul style="list-style-type: none"> <li>a. Unique identifier of record to be located is determined from request or instructions</li> <li>b. Location of record is obtained from records system in accordance with records system rules &amp; organisational procedures</li> <li>c. History of record location is obtained from records system in accordance with records system rules &amp; organisational procedures</li> <li>d. Information about record is obtained from records system in accordance with records system rules &amp; organisational procedures</li> <li>e. Information about the record is updated &amp; amended in accordance with organisational procedures</li> <li>f. All transactions on the records system are completed within the designated timeframe</li> </ul>
2. Conduct a file audit	<ul style="list-style-type: none"> <li>a. Files are physically located with action officer &amp; in storage areas in accordance with supervisors instructions</li> <li>b. Discrepancies between nominal &amp; actual record locations are identified</li> <li>c. Supervisor is clearly / specifically informed / notified of any discrepancies &amp;/or issue</li> <li>d. Unacceptable recordkeeping practices are observed &amp; noted during the audit activities in accordance with organisational procedures</li> <li>e. Information about any anomalous record is updated &amp; amended in accordance with organisational procedures</li> <li>f. Reconciliation statement is prepared &amp; forwarded to supervisor in accordance with organisational procedures &amp; records system's procedures</li> </ul>
3. Prepare reports from records system	<ul style="list-style-type: none"> <li>a. Reports are prepared from system in accordance with supervisors instructions or requests</li> <li>b. Reports are prepared in accordance with organisational procedures &amp; records system's procedures</li> <li>c. All reports from the records system are prepared within the designated timeframe</li> </ul>
4. Prepare staff lists	<ul style="list-style-type: none"> <li>a. Staff &amp; user lists are checked &amp; updated to accord with the current locations &amp; designations of organisational staff members in accordance with supervisors instructions</li> <li>b. Staff &amp; user lists are duplicated &amp; circulated to all those requiring copies in accordance with supervisors instructions</li> </ul>
5. Disaster recovery	<ul style="list-style-type: none"> <li>a. Policies and procedures are identified for disaster recovery</li> <li>b. Recovery actions are undertaken in accordance with workplace procedures and scope of authority</li> <li>c. Appropriate personnel are informed of actions</li> </ul>

## Range Of Variables

### MAINTAIN CONTROL OF RECORDS

<p>1. Workplace context</p>	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:             <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. stationary and moving machinery</li> <li>g.3. noise, light, energy sources</li> <li>g.4. electrical equipment</li> <li>g.5. humidity, air temperature, radiant heat</li> <li>g.6. height and reach implications of storage facilities</li> </ul> </li> </ul>
<p>2. Job role context</p>	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:             <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
<p>3. Sources of information / documents may include:</p>	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:             <ul style="list-style-type: none"> <li>h.1. Workplace agreements and awards</li> <li>h.2. Occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:             <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> <li>i.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
<p>4. Unit specific factors</p>	<ul style="list-style-type: none"> <li>a. Record information to be updated may come from:             <ul style="list-style-type: none"> <li>a.1. supervisor; user; file transfer slips; action officers; results of file audit; requests;</li> </ul> </li> <li>b. Standard reports prepared from the recordkeeping system may include:             <ul style="list-style-type: none"> <li>b.1. statistics; resubmits for following day; over due action reports; daily correspondence</li> </ul> </li> <li>c. Those requiring copies of staff / user lists may include:             <ul style="list-style-type: none"> <li>c.1. managers of recordkeeping areas; those undertaking classification and capture</li> </ul> </li> </ul>

## Evidence Guide

### MAINTAIN CONTROL OF RECORDS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:</li> <li>b. analyse process functions and problems</li> <li>c. use appropriate workplace language and communication technologies</li> <li>d. locate, interpret and apply relevant information</li> <li>e. maintain workplace records</li> <li>f. identify and safely handle equipment and materials</li> <li>g. apply safety precautions appropriate to the task</li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:</li> <li>b. site layout</li> <li>c. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>d. using tools and techniques to solve problems</li> <li>e. security and confidentiality of material</li> <li>f. effective and efficient use of materials equipment and consumables</li> <li>g. focus of operation of work systems and equipment</li> <li>h. application of relevant agreements, codes of practice or other legislative requirements</li> <li>i. identification and correct use of equipment, processes and procedures</li> <li>j. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to records and records storage/management system</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

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



Unit TDT T5 98A PROVIDE INFORMATION FROM AND ABOUT RECORDS

Field T Records

**DESCRIPTION:**

Skills and knowledge required to provide information from the records, information about the records, & undertake complex enquiries for records in response to users' request(s)

ELEMENT	PERFORMANCE CRITERIA
1. Identify range of records required	<ul style="list-style-type: none"> <li>a. The specific information required by the user is identified from interpretation of the user's request &amp; clarified where initial request is unclear</li> <li>b. Range of records likely to contain the information required by the user are identified from analysis of the request</li> <li>c. The availability of the required records is accessed using appropriate finding aids &amp; recordkeeping system</li> <li>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</li> </ul>
2. Gather required records	<ul style="list-style-type: none"> <li>a. <b>Range of records likely to contain the information required by the user are obtained &amp; analysed for the required information content</b></li> <li>b. Where extraction of information is required, this is done &amp; information prepared in line with the request</li> <li>c. Specific records satisfying the requirements of the user are gathered together in accordance with organisational procedures</li> <li>d. Records are tracked to record change in location &amp; use by the requesting user in accordance with the recordkeeping system rules &amp; organisational procedures</li> <li>e. Any obstacles to obtaining specific records within the specified time are explained to the user &amp; a revised timeline agreed</li> </ul>
3. Interpret & administer access rules and procedures	<ul style="list-style-type: none"> <li>a. Person requesting the record is identified &amp; access rules &amp; procedures category confirmed in accordance with organisational procedures</li> <li>b. Access restriction rules &amp; guidelines are applied to the records requested &amp; to match the access category of the user</li> <li>c. Where access restriction rules &amp; guidelines prevent access to the user, the decision is recorded &amp; the user is informed of her / his rights to review of the decision</li> <li>d. Where partial restriction to access is determined, the portions of the records or information which must be restricted are identified &amp; documented, together with the basis of the restriction</li> </ul>
4. Provide the required	<ul style="list-style-type: none"> <li>a. Where appropriate, specific records, or portions thereof, information &amp;/or records are protected to prevent access, in accordance with access rules &amp; organisational procedures</li> <li>b. Requested information is prepared for the user in an appropriate format &amp; in accordance with the initial request &amp; organisational procedures</li> <li>c. All access rules, record preservation requirements, specified timelines &amp; occupational health &amp; safety guidelines are adhered to</li> <li>d. The records retrieved &amp; used to provide information are documented according to the system rules &amp; organisational procedures</li> </ul>

## Range Of Variables

### PROVIDE INFORMATION FROM AND ABOUT RECORDS

<p>1. Workplace context</p>	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:             <ul style="list-style-type: none"> <li>g.1. dust / vapours</li> <li>g.2. stationary and moving machinery</li> <li>g.3. noise, light, energy sources</li> <li>g.4. electrical equipment</li> <li>g.5. humidity, air temperature, radiant heat</li> <li>g.6. height and reach implications of storage facilities</li> </ul> </li> </ul>
<p>2. Job role context</p>	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:             <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
<p>3. Sources of information / documents may include:</p>	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:             <ul style="list-style-type: none"> <li>h.1. Workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:             <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> <li>i.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
<p>4. Unit specific factors</p>	<ul style="list-style-type: none"> <li>a. Boundaries of requests under Freedom of Information legislation &amp; precedents may need to be considered             <ul style="list-style-type: none"> <li>a.1. Interpretation of access clearances and privacy restrictions for records within particular levels of access &amp; associated security releases may be required</li> <li>a.2. Appropriate format for provision of information may include: Original; copy of original; hard or soft copy of original; digital; permission to view information / record</li> </ul> </li> </ul>

## Evidence Guide

### PROVIDE INFORMATION FROM AND ABOUT RECORDS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:</li> <li>b. analyse process functions and problems</li> <li>c. use appropriate workplace language and communication technologies</li> <li>d. locate, interpret and apply relevant information</li> <li>e. maintain workplace records</li> <li>f. identify and safely handle equipment and materials</li> <li>g. apply safety precautions appropriate to the task</li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:</li> <li>b. site layout</li> <li>c. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>d. Reading and comprehending/interpreting nature of record content, report writing, interpreting criteria for application to the record</li> <li>e. Records management system including access and security for vital records</li> <li>f. Communication skills, liaison, sensitivity to user needs, listening/clarifying, observation</li> <li>g. using tools and techniques to solve problems</li> <li>h. security and confidentiality of material</li> <li>i. effective and efficient use of materials equipment and consumables</li> <li>j. focus of operation of work systems and equipment</li> <li>k. application of relevant agreements, codes of practice or other legislative requirements</li> <li>l. identification and correct use of equipment, processes and procedures</li> <li>m. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Enterprise standards and procedures for provision of research &amp; information services. Access to records storage system</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

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

Unit TDT T6 98A PROVIDE RECORDS RETRIEVAL SERVICE

Field T Records

**DESCRIPTION:**

Skills and knowledge required to receive a request and deliver the records or information about the record

ELEMENT	PERFORMANCE CRITERIA
1. Locate / retrieve records required	<ul style="list-style-type: none"> <li>a. Search criteria are refined in consultation with user making request &amp; key-words (or other indexing terms) are identified to retrieve records</li> <li>b. Sources are searched to retrieve records according to agreed criteria</li> <li>c. Records are retrieved or located to match request</li> </ul>
2. Ensure security of records	<ul style="list-style-type: none"> <li>a. Person requesting the record is identified &amp; access category confirmed in accordance with organisational procedures</li> <li>b. Access &amp; security clearance documents are checked for match with category of identified person requesting the record</li> <li>c. Where access is denied, the user is informed of the denial in accordance with organisational procedures</li> </ul>
3. Deliver the record or record information	<ul style="list-style-type: none"> <li>a. Where record is to be provided, it is retrieved from the storage location in accordance with recordkeeping system operation, organisational, &amp; occupational health &amp; safety procedures</li> <li>b. Where information about the record is to be provided, it is given to the user</li> <li>c. Where required by the recordkeeping system, records of the transaction are documented in accordance with recordkeeping system operation &amp; organisational procedures</li> <li>d. Where records are provided to the user, the new locations are recorded in accordance with the system rules &amp; organisational procedures</li> <li>e. Record, or record information is delivered to the authorised person within the specified timeframes</li> </ul>

## Range Of Variables

### PROVIDE RECORDS RETRIEVAL SERVICES

1. Workplace context	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:             <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. Stationary and moving machinery</li> <li>g.3. Noise, light, energy sources</li> <li>g.4. Electrical equipment</li> <li>g.5. Humidity, air temperature, radiant heat</li> <li>g.6. Height and reach implications of storage facilities</li> </ul> </li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:             <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
3. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:             <ul style="list-style-type: none"> <li>h.1. Workplace agreements and awards</li> <li>h.2. Occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:             <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> </ul> </li> <li>j. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> <li>k. Standards and certification requirements</li> <li>l. Quality assurance procedures</li> <li>m. Emergency procedures</li> </ul>
4. Unit specific factors	<ul style="list-style-type: none"> <li>a. Organisational procedures &amp; policies may include:             <ul style="list-style-type: none"> <li>a.1. Security procedures; despatching &amp; collecting procedures; enterprise formats; procedures for updating records</li> </ul> </li> <li>b. Request may be:             <ul style="list-style-type: none"> <li>b.1. Written; verbal; computer-generated; system-generated;</li> </ul> </li> <li>c. Information about the record may include:             <ul style="list-style-type: none"> <li>c.1. Location; unique identifier</li> </ul> </li> </ul>

## Evidence Guide

### PROVIDE RECORD RETRIEVAL SERVICE

26. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>a.1. analyse process functions and problems</li> <li>a.2. use of finding aids</li> <li>a.3. use appropriate workplace language and communication technologies</li> <li>a.4. locate, interpret and apply relevant information</li> <li>a.5. maintain workplace records</li> <li>a.6. identify and safely handle equipment and materials</li> <li>a.7. apply safety precautions appropriate to the task</li> </ul> </li> </ul>
27. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
28. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. organisation's recordkeeping system &amp; security procedures</li> <li>a.2. organisation's access &amp; security procedures</li> <li>a.3. operation of appropriate equipment for records movement</li> <li>a.4. site layout</li> <li>a.5. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>a.6. using tools and techniques to solve problems</li> <li>a.7. security and confidentiality of material</li> <li>a.8. effective and efficient use of materials equipment and consumables</li> <li>a.9. focus of operation of work systems and equipment</li> <li>a.10. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.11. identification and correct use of equipment, processes and procedures</li> <li>a.12. planning own work including predicting consequences and identifying improvements</li> </ul> </li> </ul>
29. Resource implications	<ul style="list-style-type: none"> <li>a. Access to records storage system</li> </ul>
30. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
31. Context for assessment	Assessment may occur on the job or in a simulated work environment

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

Unit TDT T7 98A SENTENCE RECORDS

Field T Records

**DESCRIPTION:**

Skills and knowledge required to action record retention & disposal schedules.

ELEMENT	PERFORMANCE CRITERIA
1. Identify records for sentencing	<ul style="list-style-type: none"> <li>a. Records on which action is complete are located, removed, or copied from the active recordkeeping system, in accordance with organisational procedures</li> <li>b. Records are identified from request or supervisor's instructions</li> </ul>
2. Examine records for sentencing	<ul style="list-style-type: none"> <li>a. Any record on which action is not complete is returned to active recordkeeping system in accordance with organisational procedures</li> <li>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</li> <li>c. Client is consulted concerning sentencing date and proposed actions for records is confirmed by client</li> </ul>
3. Select disposal status for records	<ul style="list-style-type: none"> <li>a. The disposal class is identified for the record in the records authorised schedule applicable to the activity or transactions</li> <li>b. Records are identified for further periods of retention, calculated in accordance with organisational procedures or for immediate destruction</li> <li>c. The items identified for immediate destruction are separated from the rest of the body of records</li> <li>d. Items which cannot be sentenced are handled in accordance with organisational disposal procedures</li> </ul>
4. Record the disposal status	<ul style="list-style-type: none"> <li>a. The disposal status, disposal action &amp; date of disposal action are recorded with the recordkeeping system in accordance with organisational disposal procedures &amp; recordkeeping system's rules</li> </ul>

## Range Of Variables

### SENTENCE RECORDS

<p>1. Workplace context</p>	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:             <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. stationary and moving machinery</li> <li>g.3. noise, light, energy sources</li> <li>g.4. electrical equipment</li> <li>g.5. humidity, air temperature, radiant heat</li> <li>g.6. height and reach implications of storage facilities</li> </ul> </li> </ul>
<p>2. Job role context</p>	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:             <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
<p>3. Sources of information / documents may include:</p>	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:             <ul style="list-style-type: none"> <li>h.1. Workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:             <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> <li>i.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
<p>4. Unit specific factors</p>	<ul style="list-style-type: none"> <li>a. Records may be:             <ul style="list-style-type: none"> <li>simple records series (single disposal class in disposal authority); number of simple series; form-based records (eg financial or personnel transactions limited range of activities in the records); action may be complete or sentencing may be part of the capture process; media may be paper-based, electronic or other format</li> </ul> </li> <li>b. Operating environment may be:</li> <li>c. Operating under supervision; as a team effort; solo; sentencing process may encompass review where team procedures include measures to ensure consistency</li> </ul>



## Evidence Guide

### SENTENCE RECORDS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>a.1. analyse process functions and problems</li> <li>a.2. use appropriate workplace language and communication technologies</li> <li>a.3. locate, interpret and apply relevant information</li> <li>a.4. maintain workplace records</li> <li>a.5. identify and safely handle equipment and materials</li> <li>a.6. apply safety precautions appropriate to the task</li> <li>a.7. classifying series of records into the disposal classes</li> <li>a.8. reading &amp; comprehending / interpreting nature of record content; report writing;</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:</li> <li>b. site layout</li> <li>c. calculation: quantities; time</li> <li>d. communication: listening / clarifying</li> <li>e. discretion with confidential information</li> <li>f. explaining &amp; clarifying procedures</li> <li>g. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>h. using tools and techniques to solve problems</li> <li>i. security and confidentiality of material</li> <li>j. effective and efficient use of materials equipment and consumables</li> <li>k. focus of operation of work systems and equipment</li> <li>l. application of relevant agreements, codes of practice or other legislative requirements</li> <li>m. identification and correct use of equipment, processes and procedures</li> <li>n. planning own work including predicting consequences and identifying improvements</li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to records management system and records series. Enterprise procedures for undertaking record retention and disposal activities.</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

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

Unit TDT T8 98A UNDERTAKE DISPOSAL PROGRAM

Field T Records

**DESCRIPTION:**

Skills and knowledge required to organise for the conduct & execution of the organisation's disposal program

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for disposal activities	<ul style="list-style-type: none"> <li>a. Records or areas where records are due for disposal action are identified From request or schedule</li> <li>b. Resources needed to undertake the program are assembled in the location &amp; at the time required</li> </ul>
2. Undertake disposal activities	<ul style="list-style-type: none"> <li>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</li> <li>b. Disposal actions are distributed &amp; delegated to be conducted in accordance with organisational rules, guidelines &amp; procedures</li> <li>c. Quality control measures are undertaken in accordance with organisational procedures to ensure consistency in determining disposal status &amp; retention periods</li> <li>d. Certificate of destruction documentation is completed and information provided to client as required</li> </ul>
3. Supervise disposal actions	<ul style="list-style-type: none"> <li>a. Disposal sentences referred by delegates are reviewed &amp; disposal actions determined from existing schedules or from appraisal results</li> <li>b. Checks are made to ensure that disposal decisions are recorded in the record keeping system &amp; that disposal actions taken accord with the decisions recorded</li> </ul>
4. Seek approval for disposal actions	<ul style="list-style-type: none"> <li>a. Approval is sought from the appropriate individual / body for disposal actions</li> <li>b. Records which are no longer required for any purpose are destroyed in accordance with approval &amp; organisational procedures</li> <li>c. Records which need to be kept for a further period are stored in accordance with organisational records storage requirements</li> <li>d. All disposal actions are recorded &amp; authorised in accordance with organisational procedures &amp; record keeping system requirements</li> </ul>

## Range Of Variables

### UNDERTAKE DISPOSAL PROGRAM

1. Workplace context	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:               <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. stationary and moving machinery</li> <li>g.3. noise, light, energy sources</li> <li>g.4. electrical equipment</li> <li>g.5. humidity, air temperature, radiant heat</li> <li>g.6. height and reach implications of storage facilities</li> </ul> </li> </ul>
2. Job role context	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:           <ul style="list-style-type: none"> <li>a.1. clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
3. Sources of information / documents may include:	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:           <ul style="list-style-type: none"> <li>h.1. workplace agreements and awards</li> <li>h.2. occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:           <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> <li>i.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
4. Unit specific factors	<ul style="list-style-type: none"> <li>a. Range of records may include:           <ul style="list-style-type: none"> <li>a.1. Single series; multiple series; multiple systems; in various formats including paper; electronic storage media; structured; free text; graphic</li> </ul> </li> </ul>

## Evidence Guide

### UNDERTAKE DISPOSAL PROGRAM

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>a.1. analyse process functions and problems</li> <li>a.2. use appropriate workplace language and communication technologies</li> <li>a.3. locate, interpret and apply relevant information</li> <li>a.4. maintain workplace records</li> <li>a.5. identify and safely handle equipment and materials</li> <li>a.6. apply safety precautions appropriate to the task</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>a.3. using tools and techniques to solve problems</li> <li>a.4. security and confidentiality of material</li> <li>a.5. effective and efficient use of materials equipment and consumables</li> <li>a.6. focus of operation of work systems and equipment</li> <li>a.7. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.8. identification and correct use of equipment, processes and procedures</li> <li>a.9. planning own work including predicting consequences and identifying improvements</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to records storage \ management system and procedures</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

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

Unit TDT T9 98A UNDERTAKE MOVEMENT OF RECORDS

Field T Records

**DESCRIPTION:**

Skills and knowledge required to move/transfer records and documentation

ELEMENT	PERFORMANCE CRITERIA
1. Select records for movement	<ul style="list-style-type: none"> <li>a. Reason for the movement is understood &amp; clarified if necessary</li> <li>b. Specific records to be moved are identified from the instructions &amp; supporting documentation, &amp; located</li> <li>c. Records are retrieved from storage location, or flagged in the system, in accordance with organisational procedures, legal requirements, &amp; occupational health &amp; safety procedures</li> </ul>
2. Maintain control of records	<ul style="list-style-type: none"> <li>a. Transfer documentation is prepared by recording the unique identifiers of the records to be moved in a form compliant with the organisational rules &amp; procedures for the transfer of custody, ownership &amp;/or responsibility of records</li> <li>b. Records are prepared for movement in accordance with the requirements of their storage medium</li> <li>c. Identify documentation for records is retained for organisational records &amp; a copy retained with the records themselves during transit</li> <li>d. Where appropriate, transit locations for records to be moved are recorded in the location control system</li> </ul>
3. Transfer records	<ul style="list-style-type: none"> <li>a. Method, timeframe &amp; personnel to undertake the movement is determined in accordance with the organisation's procedures &amp; the records requirements</li> <li>b. The relocation of the records is documented in the location control system &amp; other systems in accordance with organisational procedures</li> <li>c. The movement of the records is completed &amp; documented in accordance with the organisation's procedures</li> <li>d. Proof of receipt is obtained &amp; forwarded to the appropriate authority (where required)</li> </ul>

## Range Of Variables

### UNDERTAKE MOVEMENT OF RECORDS

<p>1. Workplace context</p>	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:             <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. Stationary and moving machinery</li> <li>g.3. Noise, light, energy sources</li> <li>g.4. Electrical equipment</li> <li>g.5. Humidity, air temperature, radiant heat</li> <li>g.6. Height and reach implications of storage facilities</li> </ul> </li> </ul>
<p>2. Job role context</p>	<ul style="list-style-type: none"> <li>a. Consultative processes may involve:             <ul style="list-style-type: none"> <li>a.1. Clients</li> <li>a.2. other employees and supervisors</li> <li>a.3. management</li> <li>a.4. union representatives</li> <li>a.5. industrial relations, Occupational Health and Safety specialists</li> <li>a.6. other professional or technical staff</li> </ul> </li> </ul>
<p>3. Sources of information / documents may include:</p>	<ul style="list-style-type: none"> <li>a. Job specifications and standard operating procedures</li> <li>b. Relevant Australian or international standards in Records Management</li> <li>c. Storage specifications and requirements</li> <li>d. Workplace operating procedures and policies</li> <li>e. Client requirements</li> <li>f. Communications technology equipment, oral, aural or signed communications</li> <li>g. Personal and work area work procedures and practices</li> <li>h. Conditions of service, legislation and industrial agreements including:             <ul style="list-style-type: none"> <li>h.1. Workplace agreements and awards</li> <li>h.2. Occupational health &amp; safety procedures</li> </ul> </li> <li>i. Applicable State, Territory, Commonwealth legislation and regulations which relate to:             <ul style="list-style-type: none"> <li>i.1. Occupational Health &amp; Safety regulations and legislation</li> <li>i.2. Workplace Relations Act(s)</li> <li>i.3. Workers Compensation</li> <li>i.4. Privacy and Confidentiality Legislation</li> <li>i.5. Freedom of Information</li> <li>i.6. Environment Protection Legislation</li> <li>i.7. Equal Opportunity, Equal Employment Opportunity and Affirmative Action Legislation</li> </ul> </li> <li>j. Standards and certification requirements</li> <li>k. Quality assurance procedures</li> <li>l. Emergency procedures</li> </ul>
<p>4. Unit specific factors</p>	<ul style="list-style-type: none"> <li>a. Record storage may be:             <ul style="list-style-type: none"> <li>a.1. Centralised or decentralised; off-line or off-site; in-house or out-sourced; commercial storage service or government repository; CD storage; imaging systems; microform; audio-visual multimedia formats with special storage requirements (eg temperature controlled, dust-free, strict air-conditioning specifications)</li> </ul> </li> <li>b. Request for movement may be:             <ul style="list-style-type: none"> <li>b.1. written; verbal; computer-generated; system-generated</li> <li>b.2. Paper, microform or audio-visual / multimedia records may be boxed for movement; electronic records may be flagged &amp; copied to new database for storage off-line or in new medium</li> </ul> </li> <li>c. Information relating to the transfer may include:             <ul style="list-style-type: none"> <li>c.1. Locations; dates; titles; destination; originating Organisation; approving officer; who undertook the transfer; method to be used; range of record unique identifiers</li> </ul> </li> </ul>

## Evidence Guide

### UNDERTAKE MOVEMENT OF RECORDS

1. Critical aspects of evidence to be considered	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to:               <ul style="list-style-type: none"> <li>a.1. analyse process functions and problems</li> <li>a.2. use appropriate workplace language and communication technologies</li> <li>a.3. locate, interpret and apply relevant information</li> <li>a.4. maintain workplace records</li> <li>a.5. identify and safely handle equipment and materials</li> <li>a.6. apply safety precautions appropriate to the task</li> <li>a.7. organisational procedures for custody, ownership &amp; responsibility in relation to transfer of records</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Display of the following knowledge and skills in terms of job role or function:               <ul style="list-style-type: none"> <li>a.1. site layout</li> <li>a.2. manual &amp; automated records management &amp;/or archives management systems</li> <li>a.3. organisational retention &amp; disposal schedules</li> <li>a.4. using a range of information technology devices including computers, Radio Frequency devices, electronic data exchange systems etc.</li> <li>a.5. using tools and techniques to solve problems</li> <li>a.6. security and confidentiality of material</li> <li>a.7. effective and efficient use of materials equipment and consumables</li> <li>a.8. focus of operation of work systems and equipment</li> <li>a.9. application of relevant agreements, codes of practice or other legislative requirements</li> <li>a.10. identification and correct use of equipment, processes and procedures</li> <li>a.11. planning own work including predicting consequences and identifying improvements</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Records storage / management system and procedures. Records for movement</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
6. Context for assessment	Assessment may occur on the job or in a simulated work environment

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

Unit TDT T10 98A DESTROY RECORDS

Field T Records

**DESCRIPTION:**

Skills and knowledge required to destroy records.

ELEMENT	PERFORMANCE CRITERIA
1. Collect records to be destroyed	<ul style="list-style-type: none"> <li>a. Records for destruction are verified and assembled</li> <li>b. Confirmation of destruction requirement is sought and obtained</li> <li>c. Records are bundled, marked or labelled for destruction in line with organisational procedures</li> <li>d. Destruction mode is confirmed from workplace documents</li> </ul>
2. Select destruction mode	<ul style="list-style-type: none"> <li>a. Records are assembled and made ready for destruction</li> <li>b. Arrangements for records to be destroyed off site (where required) are undertaken in accordance with workplace procedures</li> <li>c. Suitable controlled or secure environment is selected for handling/storage of documents to be destroyed</li> </ul>
3. Destroy records	<ul style="list-style-type: none"> <li>a. Confirmation of actions is obtained</li> <li>b. Bundles of documents are checked for identification</li> <li>c. Selected destruction method is completed maintaining security, personal safety and environmental protection</li> <li>d. Shredded and pulped records are collected for recycling</li> <li>e. Electronic recording systems are checked to confirm erasure of required documents</li> </ul>
4. Document procedures	<ul style="list-style-type: none"> <li>a. Documentation of completed operations is completed</li> <li>b. Clients are notified of actions taken</li> <li>c. Workplace records are updated to reflect activities undertaken</li> <li>d. Off site destruction is confirmed with appropriate personnel</li> </ul>



## Range Of Variables

### DESTROY RECORDS

<p>1. Workplace context</p>	<ul style="list-style-type: none"> <li>a. Work generally performed under some supervision, within a team / group environment</li> <li>b. Customers may be internal or external</li> <li>c. Enterprises may comprise large, medium or small worksites</li> <li>d. Storage requirements may include records in various modes such as: paper based, computer disks and reels, microfiche, film and audio etc.</li> <li>e. Operations conducted day or night</li> <li>f. Storage environment may include movement of equipment, materials and vehicular traffic</li> <li>g. Hazards may include:             <ul style="list-style-type: none"> <li>g.1. Dust / vapours</li> <li>g.2. Stationary and moving machinery</li> <li>g.3. Noise, light, energy sources</li> <li>g.4. Electrical equipment</li> <li>g.5. Humidity, air temperature, radiant heat</li> <li>g.6. Height and reach implications of storage facilities</li> </ul> </li> </ul>
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<p>4. Unit specific factors</p>	<ul style="list-style-type: none"> <li>a. Records may be paper or electronically based</li> <li>b. Paper based records may need to be separated from packaging before shredding, pulping or recycling</li> <li>c. Methods of destruction may include:             <ul style="list-style-type: none"> <li>c.1. Pulping</li> <li>c.2. Shredding</li> <li>c.3. Incineration</li> <li>c.4. Recycling</li> <li>c.5. Electronic data erasure</li> </ul> </li> </ul>

## Evidence Guide

### DESTROY RECORDS

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4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to suitable record destruction equipment, material for destruction</li> </ul>
5. Consistency in performance may include	<ul style="list-style-type: none"> <li>a. Modifies activities to cater for variations in workplace contexts and environment</li> <li>b. Applies underpinning knowledge and skills when:               <ul style="list-style-type: none"> <li>b.1. establishing plans</li> <li>b.2. describing consequences</li> <li>b.3. completing tasks</li> <li>b.4. identifying improvements</li> <li>b.5. applying safety precautions relevant to the task</li> </ul> </li> <li>c. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>d. Shows evidence of application of relevant workplace procedures including:               <ul style="list-style-type: none"> <li>d.1. hazard policies and procedures</li> <li>d.2. issue resolution procedures</li> <li>d.3. job procedures and work instructions</li> <li>d.4. guidelines relating to the safe use of machinery and equipment</li> <li>d.5. quality assurance procedures (where existing)</li> <li>d.6. privacy, confidentiality and security procedures</li> <li>d.7. housekeeping processes</li> <li>d.8. waste, pollution and recycling management processes</li> </ul> </li> <li>e. Work completed systematically without injury to self or others or damage to equipment or materials</li> </ul>
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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