



Australian Government

Department of Education, Employment and Workplace Relations

TLIL3307B Promote effective workplace practice

Release: 1

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Modification History

Not applicable.

Unit Descriptor

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

Application of the Unit

Work must be carried out in accordance with the regulatory and workplace requirements relevant to the promotion of effective workplace practice.

Work is performed individually, but the ability to work within a team environment may be required. It involves the application of workplace procedures and relevant regulatory and code requirements to the promotion of effective workplace practice as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Contribute positively to the work team environment	1.1 Workplace objectives are identified, interpreted and positively promoted to associated personnel and/or work team members 1.2 Communications with associated personnel and/or work team members are effectively established 1.3 Disputes are resolved through effective negotiation with the relevant individuals or groups 1.4 Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals submitted to relevant authorities
2 Observe and promote work safety procedures	2.1 Relevant statutory and workplace requirements for Occupational Health and Safety are communicated to all personnel and implemented at all worksites 2.2 Accidents and injuries are reported and investigated in accordance with workplace policy 2.3 Potential hazards and safety risks are identified, investigated and recommendations for preventative action referred to appropriate authorities 2.4 Training in programs of Occupational Health and Safety and First Aid are implemented
3 Maintain and promote well being of team	3.1 Prescribed medical and physical fitness criteria are promoted and maintained within the work environment 3.2 Situations threatening safety arising from physical/psychological incompatibility with the work environment are identified and resolved
4 Participate in competency development	4.1 Competencies required for work are identified, attained and maintained 4.2 Personal development and other competency development programs are accessed and undertaken 4.3 Competency deficiencies in personnel are

identified and remedial action, including counselling, is initiated where necessary

- 4.4 Workplace trainer and assessor requirements are identified and satisfied

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Regulations and codes of practice relevant to the workplace practices

Relevant OH&S and environmental protection procedures and guidelines

Workplace procedures and policies for the promotion of effective work practices

Focus of operation of work systems, equipment, management and site operating systems

Elements of workplace operations relevant to effective work practice, including: workplace corporate plans, goals and objectives and industrial relations, communication and negotiation techniques and the benefits, advantages and disadvantages associated with them, group work practices and group dynamics, corporate customer service objectives, workplace procedures related to recording of customer enquiries and actions, dispute settlement processes, workplace OH&S and physical fitness requirements and related first-aid policies, and competencies and skills required for workplace career path levels,

Problems that may occur during work activities and appropriate action that can be taken to resolve the problems,

Documentation and reporting requirements in the workplace

Required skills:

Communicate effectively with customers, associated personnel and all work team members when completing work activities

Read and interpret instructions, procedures, information and workplace publications relevant to work activities

Interpret statistics related to workloads and quality assurance measures

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Lead and coordinate the activities of multi-disciplinary work teams or specialist work groups

Apply principles of time management

Counsel personnel on work related issues

Settle disputes through face-to-face and group-based negotiation

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

Coordinate the promotion of safe work practices, competency enhancement and work practice improvements throughout the work groups

Modify activities depending on differing operational contingencies, risk situations and environments

Apply fatigue management knowledge and techniques

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Work at heights or in confined spaces as required by the job

Maintain the required level of physical fitness in team members

Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be conducted:	in a range of work environments by day or night
Workplaces may comprise:	large, medium or small worksites
Work environment may be:	in a depot, a worksite or a store, either as an individual, a team leader or a coordinator
Work may involve exposure to:	chemicals dangerous or hazardous substances movements of equipment, goods and vehicular traffic
Equipment may include:	customer information workplace procedures quality assurance policy relevant OH&S guidelines relevant competency guidelines
Consultative processes may involve:	employees, supervisors and managers customers suppliers and contractors industrial relations and OH&S specialists
Communication in the work area may include:	phone electronic data interchange (EDI) fax email internet RF systems oral, aural or signed communications
Personal protective equipment may include:	gloves safety headwear and footwear

	safety glasses
	two-way radios
	high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Information/documents may include:	regulatory and/or code requirements relevant to workplace activities
	workplace procedures and policies
	workplace objectives
	customer enquiries, responses and records
	quality assurance measures relevant to workplace activities
	training materials
	competency guidelines
	operations manuals, job specifications and induction documentation
	manufacturers specifications for workplace equipment
	conditions of service, award, enterprise bargaining agreement, and other industrial arrangements
	Australian standards and certification requirements relevant to workplace activities
	emergency procedures
Applicable regulations and legislation may include:	federal and state/territory regulations and codes of practice relevant to workplace activities
	relevant state/territory OH&S and environmental protection legislation
	workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
	workers compensation regulations

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management