



Australian Government

Department of Education, Employment and Workplace Relations

TLIE2029A Conduct workplace information briefings

Release: 1

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Modification History

Not applicable.

Unit Descriptor

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

Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

Work must be carried out in accordance with organisational requirements concerning the preparation and presentation of routine workplace information briefings.

Work is performed under some supervision generally in a team environment. This unit applies to formal types of briefings, such as pre-work briefs, pre-start briefs, toolbox talks, worksite protection briefs or safety briefings.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

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

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | | |
|----------|-------------------------------|---|
| 1 | Prepare briefing | <ul style="list-style-type: none">1.1 Purpose of the brief and target audience are identified1.2 Sources of information are identified and accessed1.3 Information is collected and prepared for presentation in a logical order1.4 Briefing style is selected to match purpose and organisational guidelines1.5 Information is checked to ensure it is concise and appropriate for target audience1.6 Documents to be issued are checked to ensure that they meet organisational requirements |
| 2 | Deliver briefing | <ul style="list-style-type: none">2.1 Purpose of briefing is established with the audience2.2 Information is presented in accordance with organisational procedures2.3 Information is delivered clearly and concisely2.4 Appropriate questioning techniques are used to confirm understanding |
| 3 | Complete documentation | <ul style="list-style-type: none">3.1 Documentation is completed and processed in accordance with organisational policies and procedures |

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Organisational procedures and policies for preparing and presenting workplace information briefings
- Documents, forms and presentations required as part of workplace information briefings
- Problems that may occur when preparing and presenting workplace information briefings, and action that can be taken to resolve them
- Effective communication techniques, such as open and closed questioning, active listening and body language
- Communication barriers and how to deal with them

Required skills:

- Communicate effectively with others when preparing and presenting workplace information briefings
- Read and interpret instructions, procedures and information relating to preparing and presenting workplace information briefings
- Complete documentation relating to preparing and presenting workplace information briefings
- Work collaboratively with others when preparing and presenting routine workplace information
- Promptly report and rectify within limits of own role problems that may arise when preparing and presenting routine workplace information in accordance with regulatory requirements and organisational procedures
- Modify activities depending on differing operational contingencies and environments
- Use appropriate numeric functions when preparing and presenting workplace information briefings

Evidence Guide

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/or 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 equipment, and
 - 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 activities in an appropriately simulated environment 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.

Workplace briefings and documents may include:

- safety, quality and environmental alerts
- safe work method statements
- safe work instructions
- pre-start briefs
- toolbox talks
- ‘take 5’ talks
- start card
- worksite protection briefs

Reports may be presented:

- orally
- in writing

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation