



Australian Government

Department of Education, Employment and Workplace Relations

AGFCMN102A Apply effective work practices

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit covers the skills and knowledge needed to apply effective work practices in an agri-food industry. It includes planning, organising and completing work, communicating effectively, working with others, solving problems and adapting to change.

This unit is designed for use in a Pathway qualification or skills set. It should not be used in a qualification that has a direct job outcome.

Application of the Unit

Application of the unit

The unit has application in agri-food industries and it should be regarded as a fundamental unit. When delivered or assessed as part of a qualification, the unit will be customised to ensure its relevance to real or simulated work activities and related workplaces.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Employability Skills Information

Employability skills 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 performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Plan, organise and complete daily work.	<ol style="list-style-type: none"> 1. Work instructions and priorities are identified and interpreted in consultation with supervisor. 2. Appropriate work plan or daily routine is determined and mapped out. 3. Materials, resources and information needed to complete work are determined, collected and organised. 4. Work tasks are completed within designated timelines and in line with quality standards and instructions. 5. Problems that arise are dealt with in a practical, timely and appropriate manner and assistance is sought when required. 6. Feedback is sought on work performance and improvements are made as required.
Communicate effectively.	<ol style="list-style-type: none"> 7. Appropriate lines of communication with supervisors, colleagues and customers are identified. 8. Effective communication skills as well as literacy and numeracy skills are used to gather and convey information. 9. Appropriate non-verbal behaviour is demonstrated.
Work with others.	<ol style="list-style-type: none"> 10. Work roles of self and others in the workplace are identified. 11. Individual responsibilities and duties to the team are undertaken in a positive manner and in a range of situations to promote cooperation and good relationships. 12. Customers and colleagues with diverse backgrounds are respected.
Use workplace technology.	<ol style="list-style-type: none"> 13. Appropriate workplace technology is selected and used according to workplace and manufacturer guidelines and instructions. 14. Workplace technology is inspected to ensure it is working properly and precautions are taken to reduce risks to technology and self. 15. Appropriate action is taken when problems with workplace technology occur. 16. Workplace technology is cared for according to workplace and manufacturer guidelines and instructions.
Solve work problems.	<ol style="list-style-type: none"> 17. Problems are identified and practical or creative solutions are developed within scope of individual responsibility to rectify them.

ELEMENT	PERFORMANCE CRITERIA
Adapt to change.	<ol style="list-style-type: none">18. Assistance is sought from <i>key personnel</i> when appropriate.19. Workplace problems are reported as required using appropriate <i>workplace procedures</i>.20. New work requirements or situations are identified, clarified and accommodated.21. Range of possible practical or creative options to deal with workplace challenges are considered.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Required skills:

- adapt and modify activities depending on differing workplace contexts and environments
- apply relevant industrial or legislative requirements
- carry out calculations that may be required when completing work tasks, particularly using the four basic mathematical operations
- identify and use equipment, tools and other technology required to complete workplace tasks
- interpret and follow a designated work plan or set of instructions for a job
- keep required records of workplace activities
- plan a daily routine to complete required workplace tasks
- follow relevant OHS and environmental protection procedures and requirements
- recognise and respond to cultural differences in the workplace in an appropriate manner
- recognise limitations, ask for help and seek clarification or information about work requirements and procedures
- demonstrate appropriate initiative to deal with problems and complete tasks
- apply time-management skills
- use literacy skills in the workplace
- use basic interpersonal and communication skills, such as listening, questioning and receiving feedback
- use appropriate techniques to solve or report problems identified when completing work tasks
- work cooperatively and collaboratively with others to complete tasks.

Required knowledge:

- basic mathematical operations and techniques
- basic principles of teamwork in the workplace
- procedures for identifying and using relevant workplace technology
- systems and equipment used in the workplace and instructions, processes and precautions for their use
- typical problems in the workplace and appropriate action and solutions
- workplace procedures, policies and instructions
- workplace structures and roles and responsibilities of individuals, and team and group members.

Required knowledge

REQUIRED SKILLS AND KNOWLEDGE

Evidence Guide

EVIDENCE GUIDE

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

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

Assessment must confirm appropriate knowledge and skills demonstrated over a period of time, in a range of contexts and to a consistent standard. Evidence must demonstrate the individual's ability and understanding to:

- interpret and plan own work activities
- apply relevant ethical practices and codes of practice in the course of work activities
- carry out basic calculations required to complete work activities
- communicate effectively in the course of work activities
- complete work activities in collaboration with others according to instructions, procedures and applicable regulations
- report and rectify problems according to workplace procedures
- complete work activities with required attention to detail and without damage to goods, equipment or personnel
- use a range of workplace technologies.

Context of and specific resources for assessment

Assessment can be carried out using a range of different work tasks. This unit of competency should be part of a holistic assessment involving other units which make up the job function. A variety of assessment methods is recommended and may include:

- written or oral questions
- observation of work activities, which can be in a workplace or simulated workplace
- evaluation of products or output created through work
- logbook of work activities undertaken over a period of time
- third-party report, for example from a supervisor.

Where a simulated environment is used for assessment it must be reflective of a workplace environment. There must be a range of workplace technology available.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the Performance Criteria, is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Work instructions may include:

- customer orders
- designs
- drawings
- job sheets
- patterns
- plans
- verbal directions.

Communication skills

in the workplace

may include:

- basic recording of discussions
- group interaction
- listening and understanding
- participation in routine meetings
- questioning to obtain information or clarify information and understanding
- reading
- routine oral reporting
- routine written reporting
- speaking clearly and directly
- writing to audience needs.

Effective ***numeracy skills*** are those that relate to the job or specific task and may involve the operations of multiplication, division, addition, subtraction, percentages and fractions. They may relate to:

- area
- estimates of the quantities of materials and resources required to complete a work task
- length and distance
- money, such as calculations for costing, invoices and change
- perimeter
- speed
- time
- volume
- weight.

Diverse backgrounds may include different:

- ages
- cultures
- genders
- personal values or beliefs

RANGE STATEMENT

- Workplace technology** may vary widely from industry to industry and may include:
- political persuasion
 - race
 - religion.
 - business equipment, such as fax machines, telephones, photocopiers, cutting machines, cameras and voice recorders
 - computer technology, such as laptops, personal computers, digital cameras, zip drives, modems, scanners and printers
 - other technology, such as machinery, hand tools, knives, ovens, stoves, lifts and security systems.
- Precautions** to take when using workplace technology may include:
- checking that repairs have been carried out
 - keeping a logbook of detected faults
 - regular backups of data
 - routine checking of equipment
 - using appropriate clothing.
- Appropriate action** may include:
- contacting service provider
 - contacting supervisor or manager
 - contacting manufacturer
 - reporting and documenting problem.
- Key personnel** may include:
- colleagues
 - managers
 - supervisors
 - team members.
- Workplace procedures** may include:
- common organisational practices
 - OHS policies, procedures and programs
 - organisational policies and guidelines
 - performance plans
 - relevant legislative requirements
 - licence requirements and related regulations.

Unit Sector(s)

Unit Sector No sector assigned

Co-requisite units

Co-requisite units

Functional area

Functional Area