Australian Government

Department of Education, Employment and Workplace Relations

AURC270688A Work effectively with others

Release: 1

AURC270688A Work effectively with others

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence to organise self, perform tasks, behave responsibly and work effectively as a member of a work group or team.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

　　　　　　　　　　　　　　　　　　　Auto Skills Australia

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
1. Contribute to determination of work roles	1.1. Work roles for each group or team member are identified based on information and instructions about objectives, performance requirements and procedures 1.2. Contributions are made to assist in the determination of the roles and responsibilities for the successful completion of work activities
2. Contribute to planning of activities	2.1. Suggestions and information are provided to contribute to the planning of work activities and associated procedures
3. Organise and accept responsibility for own workload	3.1. Priorities and deadlines are established and documented in consultation with others 3.2. Work activities are planned and progress of work is communicated to others whose personal work plans and timeframes may be affected 3.3. Work is completed to the standard expected in the workplace in accordance with guidelines, directions and instructions 3.4. Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to appropriate persons 3.5. Additional support to improve work is communicated clearly to appropriate persons
4. Maintain enterprise dress and grooming standards	4.1. Enterprise and/or industry dress standards and requirements are maintained 4.2. Enterprise and/or industry grooming standards are maintained
5. Work with others	5.1. Forms of communication appropriate to the work activities are used 5.2. Assistance in the completion of activities is requested 5.3. Support is provided to colleagues to ensure designated team goals are achieved 5.4. Contributions to the achievement of a required outcome are made 5.5. Work is undertaken in accordance with procedures on an individual and shared basis 5.6. Problems are discussed and resolved where possible through agreed and accepted processes

ELEMENT	PERFORMANCE CRITERIA
	5.7. Suggestions for improvements to process are made and discussed within the team
6. Participate in identifying and meeting own development needs	6.1. Competencies for the workplace are identified
	6.2. Organisational structure, career paths and development opportunities are identified
	6.3. Steps are taken, in consultation with appropriate persons, to identify own learning needs through assessment and planning for future work requirements
	6.4. Opportunities to learn and develop required competencies are undertaken, including establishing networks and working relationships with others
7. Work effectively and responsibly	7.1. Notification of shift/work availability or non-attendance for shift/work is given without undue delay and according to enterprise policies and procedures
	7.2. Staff rosters are interpreted
	7.3. Non-discriminatory attitudes are displayed when interacting with customers, staff and management
	7.4. Non-discriminatory language is used consistently
	7.5. Awards/enterprise agreements are identified and interpreted

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
- collect, organise and understand information to follow routine procedures and directions   - communicate ideas and information to plain English literacy and communication skills in relation to reading and understanding workplace documents   - plan and organise activities to carry out routine tasks with limited supervision   - work with others and in a team by informing supervisor of issues which will affect timeframes and goals   - use mathematical ideas and techniques to estimate requirements of tasks   - establish diagnostic processes which use basic analytical, problem-solving,

Auto Skills Australia

REQUIRED SKILLS AND KNOWLEDGE
negotiation and conflict management skills in relation to working with others • use workplace technology related to documenting work progress on computers/information systems
Required knowledge

General knowledge of:
 	
• enterprise work procedures
• group dynamics and the impact of working effectively with others on individual and group performance
• enterprise work systems, equipment, management and facility operating systems
• enterprise policies and procedures and legislative requirements in regard to:
    • workplace ethics
    • work availability or non-attendance
    • staff rosters
    • dress and grooming
    • discriminatory behaviour
    • harassment
    • equal opportunity
    • staff counselling and disciplinary procedures
• industry awards or enterprise/ workplace agreements

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, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of: • organising and accepting responsibility for own workload • following the designated work plan for the job • contributing to collective planning, cooperative work

EVIDENCE GUIDE	
	and effective outcomes
	• cooperating with others to complete work-oriented activities
	• participating in identifying and meeting own development needs
	• consistently applying enterprise and/or industry standards of dress and grooming
	• consistently and responsibly applying enterprise policies and procedures in regard to workplace ethics, including interpretation of staff rosters, notification of availability for work and allocated duties/job description
	• consistently applying enterprise policies and procedures and legislative requirements regarding non-discriminatory language and attitudes
	• knowing own rights and responsibilities regarding awards/enterprise agreements.
Context of and specific resources for assessment	• This unit may be assessed in conjunction with other units that form part of the job role or function.
	• Elements of competence contain both knowledge and practical components. Knowledge components may be assessed off the job. Practical components should be assessed on the job or in a simulated work environment.
	• Evidence is best gathered using the products, processes and procedures of the individual workplace as the means by which the candidate achieves industry competencies.
	• The following should be made available:
	• a workplace or simulated workplace
	• documentation, such as enterprise or sample policies and procedures manuals related to ethics, employee and employer rights and responsibilities, dress and grooming, discrimination, job descriptions and organisation charts
	• legislation, such as equal employment opportunity, equal opportunity and anti-discrimination
	• enterprise or sample awards and/or enterprise/ workplace agreements
	• a qualified workplace assessor.

Auto Skills Australia

EVIDENCE GUIDE	
Method of assessment	It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover varying circumstances. Evidence of performance may be provided by customers, team leaders/members or other persons, subject to agreed authentication arrangements.
Guidance information for assessment	

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. 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) may also be included.	
Business types	Enterprise may vary in size, type and location, the range of work activities conducted, hours of operation and the number and type of staff
Staff	Staff may: • be full-time, part-time or casual and vary in terms of staff training and in staffing levels • be operating in routine or busy trading and may include persons from a range of social, cultural or ethnic backgrounds and physical and mental abilities • work in teams or groups of varying size and structure
Staff activities	Activities may include: • normal or routine work requirements or non-routine work requirements
Communication	Communication may include: • face to face, telephone, written or electronic means

Auto Skills Australia

RANGE STATEMENT	
Legislative requirements	Legislative requirements may include: • legislation or regulations in relation to OHS, equal opportunity, anti-discrimination, consumer law, trade practices and fair trading, industrial relations, and industry codes of practice • awards/agreements may include state/territory and federal industry awards and enterprise or workplace agreements
Policies and procedures	Enterprise policies and procedures may relate to: • organisational structure, work roles and responsibilities, career paths, work standards, dress and grooming standards, work objectives and performance requirements

Unit Sector(s)

Unit sector	Common

Co-requisite units

Co-requisite units		

Competency field

Competency field	

Auto Skills Australia