Australian Government
Department of Education, Employment and Workplace Relations

BSBWOR302A Work effectively as an off site worker

Revision Number: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

BSBWOR302A Work effectively as an off site worker

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to negotiate and perform self managed, self directed work as an off site worker performing agreed duties at an alternative site during some or all of scheduled work hours. It is a flexible employment option that meets all legal and regulatory employment requirements.
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Application of the unit	This unit applies to individuals who are skilled operators and apply a broad range of competencies in various off site contexts. Most commonly this will apply to people working from home or other location away from a central office or organisation.

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
1. Negotiate off site working arrangements	1.1. Identify and include *legal and ethical issues relating to off-site work* in working arrangements 1.2. Identify and include worker rights and responsibilities and those of supervisor/s and the organisation, in off-site working arrangements 1.3. Agree and document off-site work *employment conditions and agreement* in accordance with legal requirements 1.4. Confirm *equipment and technology requirements for off-site work*, and agree and document supply and maintenance arrangements in accordance with legal and organisational requirements 1.5. Confirm *supervisory and performance management arrangements* and agree to requirements for any on-site work, meetings or other in accordance with off-site work policy and practices
2. Organise off site work environment	2.1. Identify requirements for a *safe*, *effective off-site work environment* in consultation with management 2.2. Obtain equipment and technology for off-site work environment in accordance with work agreement 2.3. Arrange off-site work environment in accordance with occupational health and safety (OHS) requirements and work agreement
3. Plan off-site work schedules	3.1. Establish work objectives and priorities in consultation with management 3.2. Analyse and incorporate work requirements into personal work schedules 3.3. Identify factors affecting the achievement of work objectives and address contingencies in work schedules
4. Complete off-site work	4.1. Complete or revise work schedules in accordance with organisational requirements 4.2. Schedule and attend on-site work, meetings or events in accordance with organisational requirements 4.3. Seek assistance regarding breakdowns in work arrangements, equipment or technology and adjust work schedules in accordance with organisational requirements 4.4. Ensure work practices meet OHS requirements and

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ELEMENT	PERFORMANCE CRITERIA
	the terms of the work agreement
5. Monitor and improve off-site work performance	5.1. Monitor personal performance against work requirements and schedules and identify any areas for improvement
	5.2. Obtain feedback from colleagues and clients and analyse in the context of personal and organisational objectives
	5.3. Evaluate off-site work processes and systems for their usefulness in assisting work outcomes and make recommendations for improvement in accordance with organisational requirements
	5.4. Negotiate changes to off-site work practices and implement in accordance with organisational requirements and work agreement

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- literacy skills to read and understand the organisation's procedures, own work goals and objectives
- planning skills to organise work priorities and arrangements
- problem-solving skills to solve routine problems
- communication skills to negotiate e-work agreement
- numeracy skills to negotiate salary
- self-management skills to maintain motivation and to seek assistance
- technology skills to select appropriate equipment.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
  - anti-discrimination legislation
- ethical principles
  - codes of practice
  - privacy laws
  - OHS
- ethical and security issues relating to off-site e-work
- organisational policy and procedures
- roles and responsibilities of off-site worker, supervisor/s and the organisation
- barriers to successful off-site working.

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	Evidence of the following is essential: • implementing off-site working arrangements • knowledge of ethical and security issues relating to off-site e-work.
Context of and specific resources for assessment	Assessment must ensure: • access to an actual workplace or simulated environment • access to office equipment and resources • examples of off-site working arrangements.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of roles and responsibilities of off-site worker • review of evaluation of off-site work processes and systems for their usefulness in assisting work outcomes and recommendations made for improvement.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • other workplace effectiveness units.

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.	
Legal and ethical issues relating to off-site work may include:	• business contents insurance against damage and theft • public liability • taxation law • workers compensation for work related injury/accident
Employment conditions and agreement may include:	• core office hours at given site/s so customers and staff know where to contact you • employer reimbursement and/or maintenance of employee's equipment • ensuring confidentiality of all work • ensuring protection of intellectual property • formal written e-work agreement • obeying software licensing laws • OHS • overtime arrangements • performance management/appraisal • performance monitoring • protecting employer's records • reasonable notice of supervisor visits to the e-worker's work site • right to inspect e-worker's work site • right to terminate e-work agreement • salary and benefits • security of information • taxation • use of employee's own equipment • use of employer's equipment
Equipment and technology requirements for off-site work may include:	• access to business computer/network • consumables • e-worker's own equipment and software • network interface equipment • powerful computers, high speed modems,

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RANGE STATEMENT	
	technical help line
	• remote access hardware
	• remote access software
	• technical support in case of hardware failure
	• using equipment, computer, software and data supplied by the business (company assets)
Supervisory and performance management arrangements may include:	• assessing progress
	• early identification and handling of problems
	• flexibility in supervisory practices
	• focus on quality of work rather than time spent
	• goal setting
	• including e-staff in office meetings, both official and social
	• management based on outcomes
	• regular feedback
	• remote-site visits
	• telephone supervision
Safe, *effective off-site work environment* may include:	• accommodation for separate phone line/s if necessary for open data link, facsimile etc.
	• adequate lighting
	• ample electrical outlets
	• arrangements for family commitments
	• dedicated room or quiet area
	• ergonomically appropriate desks and chairs
	• safe deployment of electrical cords to avoid tripping, falling

Unit Sector(s)

Unit sector	

Competency field

Competency field	Industry Capability - Workplace Effectiveness

Co-requisite units

Co-requisite units		