Australian Government

Department of Education, Employment and Workplace Relations

CHCORG201B Follow policies, procedures and programs of the organisation

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCORG201B Follow policies, procedures and programs of the organisation

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to work according to organisation policies, procedures and programs

Application of the Unit

Application	The skills described in this unit may be applied across a range of community services workplace contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills	This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.	The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Follow *organisation guidelines*	1.1 Follow *workplace instructions* and policies 1.2 Support organisation programs and procedures within the job role 1.3 Use organisation resources for the purpose intended 1.4 Seek and obtain clarification when necessary
2. Work ethically	2.1 Ensure decisions and actions align within job description and are consistent with organisation philosophy 2.2 Perform duties promptly and consistently in all workplace activities 2.3 Ensure inappropriate gifts are not accepted 2.4 Use client resources and possessions for the purpose intended 2.5 Behave in a reasonable and careful manner at all times 2.6 Maintain confidentiality in accordance with organisation requirements 2.7 *Report* difficulties in carrying out duties to appropriate person/supervisor

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Essential knowledge:
The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role
These include knowledge of:

- Legal and ethical issues associated with work role
- Organisation occupational health and safety (OHS) policies and procedures
- Organisation philosophy
- Organisation policies, procedures and programs relating to the work role
- Relevance of the work role and functions to maintaining sustainability of the workplace, including environmental, economic, workforce and social sustainability

Essential skills:
It is critical that the candidate demonstrate the ability to:

- Follow relevant policies, protocols, guidelines and procedures of the organisation in relation to workers activities
- Work within legal and ethical requirements of job role

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role
These include the ability to:

- Demonstrate language, literacy and numeracy competence appropriate to the requirements of the organisation policies and procedures:
  - this may vary from listening skills when workplace instructions are delivered verbally, to reading skills when worker has to refer to an instruction manual
  - language used may be English or community language
- Use basic workplace technology and equipment in line with workplace requirements and instructions

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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 this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:	• The individual being assessed must provide evidence of specified essential knowledge as well as skills • This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of workplace conditions This may include the use of languages other than English and alternative communication systems • Assessment must include normal range of workers' activities
Access and equity considerations:	• All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work • All workers should develop their ability to work in a culturally diverse environment • In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people • Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

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EVIDENCE GUIDE

Context of and specific resources for assessment:	• This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged • Resource requirements for assessment of this unit include access to: • an appropriate workplace where assessment can be conducted or simulation of realistic workplace setting for assessment
Method of assessment:	• Assessment may include observations, questioning and evidence gathered from the workplace environment

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. 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.

Organisation guidelines relevant to work role may include those relating to:	• Administrative systems of the workplace including: filing; record-keeping; workplace programs and timetable management systems; use of equipment; staff rosters • Appropriate relationships with clients • Confidentiality requirements • Gifts and gratuities • Grievance procedures • Job descriptions • OHS • Workplace agreements

RANGE STATEMENT

Workplace instructions and policies may be:	• Written or verbal
Report may be:	• Face-to-face reports • Letters • Memos • Notes • Records • Reports via phone

Unit Sector(s)

Not Applicable

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