Australian Government

Department of Education, Employment and Workplace Relations

CHCORG202C Work with others

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCORG202C Work with others

Modification History

Not Applicable

Unit Descriptor

Descriptor	This unit describes the knowledge and skills required to work with others

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. Plan own *workload* with supervisor	1.1 Actively seek assistance and direction as required
	1.2 Plan sequence of tasks with supervisor
	1.3 Develop strategies to cope with unexpected demands, with supervisor
2. Communicate with others about work matters	2.1 Share *information* relevant to the work with *co-workers*
	2.2 Communicate clearly, concisely and with the focus on the issue
	2.3 Listen appropriately to opinions and suggestions of others
	2.4 Address concerns using workplace procedures

ELEMENT	**PERFORMANCE CRITERIA**
3. Work cooperatively with others	3.1 Identify and show respect for different roles and responsibilities
	3.2 Demonstrate respect for rights of other workers
	3.3 Keep work area well organised and safe in accordance with relevant standards/policies
	3.4 Complete assigned tasks according to planned workload

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:

- Roles and responsibilities of self and others in the workplace
- Grievance procedures of the organisation
- Worker's rights and responsibilities as outlined in awards, workplace agreements, legislation etc.
- Working conditions as outlined in award, workplace agreement, policy manuals etc

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate knowledge of and adherence to own and others roles and responsibilities in the workplace
- Work cooperatively with other workers

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:

- Apply positive communication skills including active listening and appropriate use of body language
- Demonstrate language, literacy and numeracy competence appropriate to the requirements of the organisation, job role and client group, including:
  - language skills such as asking questions, clarifying, listening for instructions
  - language used may be English or a community language
- Use basic workplace technology and equipment in line with workplace requirements and instructions

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 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 the worker interacting and cooperating with the normal range of other workers from the workplace
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

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.

Co-workers may include:	• Other staff
	• Unpaid workers
	• Students on placements
	• Resources workers
	• Ancillary staff
	• Staff from other related organisations/agencies

RANGE STATEMENT

Information which could be communicated with co-workers includes:	• Suggestions about the service • Equipment or materials required • Relevant information about a client • Opinions and suggestions
Communication may be in:	• English • Community language as required by the workplace
Workload plan may be recorded in the following manner:	• On whiteboards • On rosters • In diaries • In verbal instructions

Unit Sector(s)

Not Applicable

Community Services and Health Industry Skills Council