



Australian Government

Department of Education, Employment and Workplace Relations

CHCORG303B Participate effectively in the work environment

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required to work effectively as an individual and in work groups to contribute to achievement of organisation objectives

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

1. Contribute to the effective operation of the workgroup

PERFORMANCE CRITERIA

- 1.1 Identify own job responsibilities and their contribution to service delivery
- 1.2 Work within defined job role and responsibilities
- 1.3 Seek assistance and direction and obtain as required
- 1.4 Work in a manner that complements that of others according to policies and rules of workplace practice
- 1.5 Complete activities to standard expected in workplace
- 1.6 Carry out set tasks in a positive and courteous manner
- 1.7 Identify *resources* needed to carry out own work duties
- 1.8 Deal with shortages of resources according to *organisation practices*
- 1.9 Keep work area well organised and safe in accordance with relevant standards/policies

ELEMENT**PERFORMANCE CRITERIA****2. Review and develop own work performance**

2.1 Monitor own work according to requirements for job quality and customer service

2.2 Plan work activities to achieve individual objectives and organisation expectations

2.3 *Report to supervisor* when work requirements are unable to be met

2.4 Clearly communicate to supervisor/appropriate person, *need for additional support* to improve performance

2.5 Report need for training to supervisor, as required

2.6 Undertake training as appropriate

2.7 Take opportunities for support and supervision as required

3. Work cooperatively with others

3.1 Use problem solving when necessary so work is completed according to *organisation policies and practices*

3.2 Demonstrate respect for individual differences of workers in workplace relationships

3.3 Demonstrate understanding and application of the value of cultural differences and diversity when working with others

3.4 Identify and show respect for different roles and responsibilities

3.5 Behave appropriately in the workplace, in a manner likely to promote cooperation

3.6 *Share information with others* in order to complete set activities

3.7 Report conflicts in the workplace to supervisor

ELEMENT

4. Contribute to the development of policies, practices and structures of an organisation

PERFORMANCE CRITERIA

- 4.1 Report concerns regarding administrative policies, practices and procedures to supervisor
- 4.2 Report concerns regarding job responsibilities to supervisor
- 4.3 Provide information, ideas and suggestions to supervisor when requested
- 4.4 Participate in staff meetings/working groups, if required

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:

- Legislation relevant to organisation and work carried out, including occupational health and safety (OHS) and privacy/confidentiality
- Organisation mission, philosophy, organisation structure, policies and procedures
- 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:

- Carry out work within own role, responsibilities and organisation objectives in an effective manner
- Interact in a cooperative manner with both individuals and work groups

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 application of skills in:
 - awareness and understanding of effective teams operation
 - time management and work planning
 - basic negotiation
 - effective communication and interpersonal relationship
 - safe and effective use of relevant information technology in line with OHS guidelines

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
- Assessment must include working with both individuals and work groups in the organisation/ service and under the normal range of workplace conditions
- This may include the use of languages other than English and alternative communication systems
- Assessment is recommended to be conducted on more than one occasion or information for assessment gathered over time

EVIDENCE GUIDE

- 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

- 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, especially testimonials from colleagues

Related units: This unit should be assessed in conjunction with other compulsory units packaged in a qualification

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.

The contexts for working with others include:

- Full time, part time, casual employee of a government or non government organisation
- Working within a voluntary capacity for an organisation

Working with others will be carried out within requirements established by:

- Organisation policy and procedures
- Relevant program standards
- State and commonwealth legislation

Organisation requirements/constraints may include:

- Money
- Other resources
- Time

Resources may be:

- Cleaning equipment
- Financial assistance for programs
- Office supplies
- Pamphlets

Organisation practices dealing with shortages of resources may include:

- Ordering more supplies
- Telling a supervisor
- Writing submissions or requests for additional resources

RANGE STATEMENT

- Report to supervisors may be:*
- Email and electronic transfers
 - Provided in person or by telephone
 - Provided in writing or using workplace forms e.g. Memos, notes
 - Through discussion
- Need for additional support may be communicated:*
- Conveyed in verbal exchanges
 - During meetings
 - In writing according to organisation practices
- Share information with others may be:*
- By note/message/memo
 - Email and electronic transfers
 - In person or by phone
- Organisation policies and practices include those relating to:*
- Equal employment opportunity
 - First aid
 - Grievance resolution
 - Infection control
 - OHS
 - Workplace behaviour
 - Workplace harassment

Unit Sector(s)

Not Applicable