Australian Government

Department of Education, Employment and Workplace Relations

CHCORG405E Maintain an effective work environment

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CHCORG405E Maintain an effective work environment

Modification History

CHC08 Version 3	CHC08 Version 4	Description
CHCORG405D Maintain an effective work environment	CHCORG405E Maintain an effective work environment	Unit updated in V4. ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor   This unit describes the knowledge and skills required to meet individual responsibilities within a work group

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. Work to achieve identified outcomes	1.1 Define and agree own work roles and responsibilities with appropriate people
	1.2 Develop and implement work plans to ensure:
	• desired outcomes are achieved
	• objectives are met
	• agreed timeframes are met
	• compliance with relevant *guidelines and procedures*
	• contingencies are managed
	• duty of care responsibilities are met
	• ethical practice
	• the work of the organisation is promoted
	1.3 Where appropriate to work role, incorporate understanding of relevant legislation and awards into workplace practices and decisions
	1.4 Where relevant to work role, provide unpaid workers and others with appropriate training, briefing and supervision
	1.5 Where problems arise in meeting work plans, take appropriate action to re-negotiate or seek assistance

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ELEMENT	PERFORMANCE CRITERIA
2. Establish and maintain appropriate work relationships	2.1 Use effective communication and interpersonal skills to ensure all workplace interactions contribute to achievement of organisation objectives and promotion of the community services industry
	2.2 Demonstrate consideration of the full range of individual and cultural differences in workplace relations
	2.3 Deal with any issues related to well being of work colleagues promptly and in accordance with organisation procedures
	2.4 Handle potential and actual conflicts in the workplace to minimise disruption
3. Facilitate operation of the workgroup	3.1 Actively participate in all *team* processes to ensure team objectives are met
	3.2 Ensure individual responsibilities within team are achieved to identified standards and timeframes
	3.3 Appropriately inform individuals for whom you are responsible of workplace performance standards
	3.4 Develop and use range of own skills and knowledge as required to enhance team performance
	3.5 Apply appropriate effort to maximise effective communication and to ensure resolution of issues within the team and conflict
4. Review and develop own performance	4.1 Regularly monitor own performance against workplans, organisation objectives and client needs
	4.2 Seek out and access opportunities for formal and informal development of skills and knowledge to optimise performance

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:

- Effective team management
- Importance of principles and practices to enhance sustainability in the workplace, including environmental, economic, workforce and social sustainability
- Legislation relevant to organisation and work carried out
- Organisation mission, philosophy, organisation structure, policies and procedures

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Demonstrate effective team operation
- Manage conflict
- Meet legal, legislative and industrial requirements
- Undertake assessment of own training and development

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:
  - team building
  - time management and prioritising
  - work planning and evaluation
  - effective communication and interpersonal relationship
  - motivating, directing and facilitating a work team or group
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues, including appropriate practices to ensure efficient use of resources
- Utilise relevant information technology and workplace equipment effectively in line with work health and safety (WHS) guidelines

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 may be conducted over one or more occasions
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

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Method of assessment:	• Assessment may include observations, questioning and evidence gathered from the workplace

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.

Team includes:	• Formal and informal arrangements • Workgroups including members from outside the organisation
The context for creating, maintaining and enhancing productive working relationships includes with:	• Clients • Peers • Significant others • Staff for whom worker is responsible • Supervisors • Unpaid workers
Guidelines and procedures include:	• Equal employment opportunity • First aid • Grievance management • Harassment • Infection control • Work health and safety (WHS) • Workplace behaviours
Creating, maintaining and enhancing productive working relationships will be carried out within requirements established by:	• Organisation policy, procedures and standards • State and commonwealth legislation

Unit Sector(s)

Not Applicable