FBPOPR2071 Provide and apply workplace information

Release: 2

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Modification History

Release	Comments
Release 2	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 6.0.
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to provide and apply workplace information in a processing context.

This unit applies to individuals who work under general supervision and exercise limited autonomy.

All work must be carried out to comply with workplace procedures according to state/territory health and safety, environmental regulations, legislation and standards that apply to the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

Operational (OPR)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Provide and apply information to suit workplace and audience	1.1 Identify information requirements for work operations
	1.2 Collect and assess required information
	1.3 Select and structure information in a logical way to convey

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Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
requirements	meaning to others 1.4 Use appropriate methods to communicate effectively with others
2. Respond to information requests	2.1 Process information requests promptly and courteously 2.2 Apply effective listening and verbal communication skills to obtain information 2.3 Clarify the nature of requests 2.4 Provide appropriate information in response to requests 2.5 Provide information in a form appropriate to the enquirer 2.6 Refer requests to appropriate personnel where they fall outside area of responsibility
3. Use and maintain workplace information	3.1 Access a range of information sources to support work requirements 3.2 Record information in appropriate formats according to workplace reporting requirements 3.3 Interpret information to inform work requirements 3.4 Apply effective listening and verbal communication to exchange information

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Interpret basic directions and instructions
Writing	• Use paper-based and electronic proformas to record and store basic workplace information and data

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPOPR2071 Provide and apply workplace information Release 2	FBPOPR2071 Provide and apply workplace information Release 1	Foundation Skills updated Clarification about traceability and recall added to Knowledge Evidence	Equivalent

Links

Companion Volume Implementation Guides are found in VETNet: -
https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4