



Australian Government

Department of Education, Employment and Workplace Relations

MSAPCI101A Adapt to work in industry

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit covers the fundamental knowledge and skills needed when taking up employment within the manufacturing industry. It includes the application of industry and workplace guidelines and procedures in a day to day work context as well as appropriate work behaviour.

The elements of this unit should always be assessed in conjunction with other units that form part of a specified job function.

Training and assessment against this competency unit must incorporate all relevant legislative and regulatory requirements.

Application of the Unit

Application of the Unit

The unit has applications in qualifications for all occupations in the manufacturing industry and it should be regarded as an integrating unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities and related workplaces.

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 describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Manage one's own learning

- 1.1 One's personal goals or vision are considered and articulated
- 1.2 Opportunities for learning new ideas and techniques in relation to personal goals are identified
- 1.3 Personal learning needs and **skill gaps** are recognised
- 1.4 Opportunities for **skills development activities** are identified in liaison with relevant personnel
- 1.5 A range of **learning tools and practices** are accessed and applied to the job
- 1.6 Advantage is taken of **on-the-job** and **off-the-job learning opportunities**

2 Adapt to and demonstrate appropriate work practice

- 2.1 Work requirements are identified and interpreted with advice from appropriate persons
- 2.2 **Appropriate dress and behaviour** are observed in the workplace
- 2.3 Work and personal priorities are identified and a balance is achieved
- 2.4 **Time management strategies** are applied to work

ELEMENT	PERFORMANCE CRITERIA
	duties
	2.5 Interactions with others is tailored to take into account different backgrounds, cultures and languages
3 Work within organisational requirements	3.1 Organisational requirements and key activities of the workplace are identified
	3.2 Relevant workplace policies and guidelines are identified and applied to work undertaken
	3.3 The range of organisational values and cultural norms are interpreted
	3.4 Any uncertainties are discussed with key personnel and clarified
4 Identify the sectors of the industry	4.1 The main sectors of the manufacturing industry, their key activities and the way in which they inter-relate are identified
	4.2 The roles and responsibilities of the manufacturing industry are clarified
	4.3 Key industry representatives and their roles are identified
	4.4 Current issues or events impacting on the industry are identified
5 Identify industry sector products and services	5.1 The products provided by the industry sector are identified
	5.2 The services provided by the industry sector are identified
	5.3 Appropriate standards of service across the industry sector are identified
	5.4 Quality standards for products and services as identified by the industry are clarified

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

REQUIRED KNOWLEDGE

Knowledge and understanding are essential to apply this competency standard in the industry and workplace. The requirements for this competency standard are a knowledge and basic understanding of:

- current events, activities, products and services of the manufacturing industry
- workplace policies, procedures and guidelines
- time management strategies and appropriate workplace etiquette
- workplace equipment, tools and other technologies used in the manufacturing industry and where and how to obtain information and instructions on their safe use and basic care and servicing
- sources of information on the industry sector and skills development activities

REQUIRED SKILLS

To achieve the performance criteria, some complementary skills are required. These are the ability to:

- following directions
- literacy skills in regard to written and verbal communication in the workplace
- basic interpersonal and communication skills (including listening and questioning, receiving feedback)(
- workplace technology skills where appropriate or required
- following relevant OHS and environmental protection procedures and responsibilities
- time management strategies (
- adapt and modify activities depending on differing workplace contexts and environment
- apply relevant industrial or other legislative requirements
- recognise and adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- recognise limitations, ask for help and seek clarification or information about work requirements and procedures

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.

EVIDENCE GUIDE

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- Assessment must confirm appropriate knowledge and skills to:
- identify and interpret information on sectors in the manufacturing industries
- identify and interpret information on the range of products and services produced by manufacturing industries
- complete work tasks in accordance with workplace requirements, standards and applicable regulations
- adapt to and apply workplace procedures and practice
- identify and take advantage of learning opportunities in the workplace
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Consistently applies required knowledge and skills when adapting to workplace requirements:
- Consistently shows evidence of application of relevant workplace procedures, policies, instructions and regulations, including:
 - relevant regulatory requirements
 - workplace procedures, policies and standards
 - relevant manufacturer's guidelines relating to the operation and use of equipment
- Action is taken promptly to report and/or rectify any workplace problems in accordance with workplace procedures
- Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

Context of assessment

- Assessment of this unit must be carried out or managed by a registered training organisation:
- assessment of knowledge must be conducted through appropriate written/oral examinations and questions
- practical assessment must occur:
- in suitable simulations of a work environment

EVIDENCE GUIDE

Specific resources required for assessment

- organised by the registered training organisation, and/or
 - in an appropriate workplace
- Access is required to opportunities and appropriate resources to either:
- carry out a range of suitably simulated practical and knowledge assessments that demonstrate the skills and knowledge to adapt to workplace requirements (usually as part of a holistic assessment involving other competency units)
 - participate in actual workplace activities that demonstrate the skills and knowledge to adapt to workplace requirements

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.

RANGE STATEMENT

1. What are **skill gaps**?

Skill gaps include a range of skills needed for the workplace or for a particular job which are currently not developed within an individual. They are different from an individual's 'personal learning needs' as they are skills specifically relevant and required for a particular job. They may include:

- physical capacity skills
- workplace technology skills such as business equipment, computer technology, machinery, hand tools, bags, security systems
- numeracy and literacy skills
- customer service skills
- communication skills such as listening and understanding, speaking clearly/directly, reading, writing
- technical skills

2. What are **skill development activities**?

Skill development activities may include:

- training courses
- IT courses
- human resources programs
- coaching and mentoring programs
- having access to a mentor for questions and advice
- having the chance to learn a new task or to operate a new piece of equipment or workplace technology
- participating in an external or internal training program
- guided workplace experience

3. What are **learning tools and practices**?

Learning tools and practices may include:

- learning through note taking
- reviewing manuals and training guides
- discussion
- practice
- observation
- trial and error
- or a combination of any of these

4. What **on-the-job opportunities** might be accessed and used?

On-the-job opportunities may include:

- filling in for a co-worker in a new area
- attending talks or seminars arranged by the

RANGE STATEMENT

- workplace
- shadowing another co-worker in a different area
 - receiving on the job training and supervised practice
5. What **off-the-job opportunities** might be accessed and used?
- Off-the-job opportunities** may include:
- taking a course with a training provider
 - attending conferences or seminars
 - attending site visits with supervisor
 - participating in workplace social events
 - participating in community events
6. What is appropriate **dress and behaviour**?
- Appropriate dress and behaviour** may include:
- personal dress, safety equipment and dress, presentation
 - demeanour and attitude displayed to customers and fellow employees
7. What are **time management strategies**?
- Time management strategies** may include:
- being punctual
 - goal setting
 - balancing work and personal priorities or agendas
 - prioritisation of required tasks or activities
 - planning daily or weekly work
 - overcoming procrastination
 - dealing with interruptions (contingency planning)
 - organising your work environment
8. What are **organisational requirements**?
- Organisational requirements** may include:
- organisational policies and guidelines
 - common organisational practice
 - performance plans
 - OHS policies, procedures and programs
9. What are **workplace policies and guidelines**?
- Workplace policies and guidelines** may include but are not limited to:
- attendance
 - punctuality
 - standards for health and fitness

RANGE STATEMENT

- obeying orders
 - confidentiality
 - dress codes
 - alcohol and drug restrictions
 - personal safety and duty of care related to OHS
 - terms and conditions of employment
10. What are **organisational values**? **Organisational values** generally refers to those mentioned in a mission or vision statement of a company and may include:
- innovation
 - community responsibility
 - environment responsibility
11. What are **cultural norms**? **Cultural norms** may include:
- manners
 - meanings specific to the language of the workplace
 - history
 - workplace etiquette
12. What are the **main sectors** of the industry? **Main sectors** of industry may include:
- textiles, clothing & footwear
 - furniture
 - chemical manufacturing
 - plastics and rubber products manufacturing
 - maintenance and engineering
 - manufacture of glass or concrete products
13. What are the **roles and responsibilities** of the industry? The **roles and responsibilities of the industry** may include:
- providing quality products and services
 - providing quality customer service
 - providing proper training to those in the industry
14. Who are **key industry representatives**? **Key industry representatives** may include:
- industry associations
 - enterprises
 - unions
 - legislative bodies
15. What might **current issues or events** include? **Current issues or events** may include:
- economic

RANGE STATEMENT

- environmental
- political
- technological
- supply and demand

16. What are **industry products**?

Industry products are the outcomes of manufacturing processes and may include:

- clothing and footwear
- concrete and glass products
- tyres and plastic car components
- electronic components
- metal products

17. What are **industry services**?

Industry services may include:

- customer support
- product advice
- health, diet advice
- delivery services
- consulting services
- warranties and/or guarantees

18. What are **service standards**?

Service standards will vary from industry to industry and even from workplace to workplace depending on the job role and context. It may include:

- developing and maintaining product and service knowledge
- identifying customer needs and expectations correctly
- meeting reasonable needs and request of customers within acceptable time frames
- taking opportunities to enhance the quality of products and services
- dealing with conflict situations
- responding to customer complaints
- maintaining a positive and cooperative manner
- establishing relationships with customers
- following appropriate hygiene and safety procedures
- referring difficult complaints to appropriate persons

19. What are **quality**

Quality standards may include:

RANGE STATEMENT**standards?**

- consistency standards
- quality specifications
- time requirements
- meeting customer requirements

Unit Sector(s)**Unit sector**

Manufacturing Pathways