



Australian Government

Department of Education, Employment and Workplace Relations

MSAPCI102A Apply effective work practices

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit covers the knowledge and skills needed to apply effective work practices in an industry. It includes planning, organising and completing work, communicating effectively, working with others, solving problems and adapting to changes.

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 requirements.

Application of the Unit

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The unit has applications across industries 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.

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 Plan, organise and complete daily work	1.1 Work instructions and priorities are identified and interpreted in consultation with supervisor
	1.2 An appropriate work plan or daily routine is determined and mapped out
	1.3 Materials, resources or information needed to complete work is determined, collected, and organised
	1.4 Work tasks are completed within designated timelines, quality standards, and instructions
	1.5 Problems that arise are dealt with in a practical, timely and appropriate manner and assistance is sought when required
	1.6 Feedback is sought on work performance and improvements made as required
2 Communicate effectively	2.1 Appropriate lines of communication with supervisors, colleagues and customers are identified
	2.2 Effective communication skills and numeracy skills are used to gather and convey information

ELEMENT	PERFORMANCE CRITERIA
3 Work with others	2.3 Appropriate non-verbal behaviour is demonstrated
	3.1 Work roles of self and others in the workplace are identified
	3.2 Individual responsibilities and duties to the team are undertaken in a positive manner and in a range of situations to promote cooperation and good relationships
4 Use workplace technology	3.3 Customers and colleagues who have diverse backgrounds are respected
	4.1 Appropriate workplace technology is selected and used according to workplace and manufacturer's guidelines and instructions
	4.2 Workplace technology is inspected to ensure it is not damaged and is working properly and precautions are taken to reduce risks
	4.3 Appropriate action is taken when problems with workplace technology occur
5 Solve work problems	4.4 Workplace technology is cared for according to workplace and manufacturer's guidelines and instructions
	5.1 Identify problems and develop practical or creative solutions within the scope of individual responsibility to rectify them
	5.2 Ask for assistance from key personnel when appropriate
6 Adapt to change	5.3 Report workplace problems as required using appropriate workplace procedures
	6.1 New work requirements or situations are identified, clarified and adapted to
	6.2 A range of possible practical or creative options to deal with workplace challenges are considered
	6.3 A willingness to be open to and trial new ideas and techniques is demonstrated

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:

- workplace procedures, policies and instructions
- workplace structures and the roles and responsibilities of individuals and team/group members
- basic mathematical operations and techniques
- procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- typical problems in the workplace and appropriate action and solutions
- systems and equipment used in the workplace and the instructions, processes and precautions for their use
- basic principles of teamwork in the workplace

REQUIRED SKILLS

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

- use literacy skills in regard to written and verbal communication in the workplace
- use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- interpret and follow a designated work plan or set of instructions for a job
- plan a daily routine to complete required workplace tasks follow relevant OHS and environmental protection procedures and responsibilities
- time management strategies
- work cooperatively and collaboratively with others to complete tasks
- adapt and modify activities depending on differing workplace contexts and environment
- use appropriate techniques to solve or report problems identified when completing work tasks
- carry out calculations that may be required when completing work tasks, particularly including the four basic mathematical operations
- take appropriate initiatives to deal with problems and to complete tasks
- identify and correctly use equipment, tools and other technology required to complete workplace tasks

REQUIRED SKILLS AND KNOWLEDGE

- keep required records of workplace activities
- 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.

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

- Assessment must confirm appropriate knowledge and skills to:
- interpret and plan own work activities
- complete work activities in collaboration with others in accordance with instructions, procedures and applicable regulations
- communicate effectively in the course of work activities
- carryout basic calculations required to complete work activities
- apply relevant ethical practices and codes of practice in the course of work activities
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Consistently shows evidence of application of relevant workplace procedures, policies, instructions and regulations
- Action is taken promptly to report and/or rectify any 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

EVIDENCE GUIDE

Context of assessment

Assessment of this unit must be carried out or managed by a registered training organisation and must include an undertaking of a range of different work tasks within reasonable workplace timeframes which includes participation in various, typical workplace communication situations and use a range of workplace technologies.

Assessment of knowledge must be conducted through appropriate written/oral examinations.

Appropriate practical assessment must occur:

- in suitable simulations of a work environment organised by the registered training organisation, and/or
- in an appropriate workplace
- within reasonable workplace timeframes

Specific resources required for assessment

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 work effectively (usually as part of a holistic assessment involving other competency units)
- participate in actual workplace activities that demonstrate the skills and knowledge to work effectively
- access to a range of workplace technologies such as computers, fax machines, telephones, photocopiers and the like

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.

1. What are **work instructions**?

Work instructions may include:

- job sheets
- patterns
- plans
- drawings
- designs
- verbal directions
- customer orders

2. What are effective **communication skills**?

Communication in the workplace may include:

- listening and understanding
- speaking clearly and directly
- reading independently
- writing to audience needs
- group interaction
- the chain of command in which to report
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting
- routine written reporting
- participation in routine meetings in the workplace
- basic recording of discussions

4. What are effective **numeracy skills**?

Effective **numeracy skills** are those which related to the job or specific task and may involve the operations of multiplication, division, addition, subtraction, percentages and/or fractions, and may include those related to:

- estimates of the quantities of materials and resources required to complete a work task
- money (cost, invoices, change, etc.)
- volume
- weight
- time
- length and distance

RANGE STATEMENT

- speed
 - area
 - perimeter
5. What are **diverse backgrounds**?
- A **diversity of backgrounds** may include, but is not limited to different:
- ages
 - genders
 - culture
 - personal values or beliefs
 - race
 - religion
 - political persuasion
6. What is **workplace technology**?
- Workplace technology** may vary widely from industry to industry and may include:
- business equipment such as fax machines, telephones, photo copiers, cutting machines, cameras, voice recorders
 - computer technology such as laptops, PCs, digital cameras, zip drives, modems, scanners, printers
 - other technology such as machinery, hand tools, , lifts, security systems
7. What are **precautions**?
- Workplace technology **precautions** may include:
- routine checking of equipment
 - regular backups of data
 - keeping a log book of detected faults
 - checking that repairs have been carried out
 - using appropriate clothing
8. What is **appropriate action**?
- Appropriate action** may include:
- contacting a supervisor, manager
 - contacting the manufacturer
 - contacting a service provider
 - reporting and documenting the problem
9. Who are **key personnel**?
- Key personnel** may include:
- supervisor
 - manager
 - fellow colleagues
 - team members

RANGE STATEMENT

10. What are **workplace procedures**?

Workplace procedures may include but are not limited to:

- organisational policies and guidelines
- common organisational practice
- performance plans
- OHS policies, procedures and programs
- relevant legislative requirements in areas such as OHS, privacy, anti-discrimination, environmental protection, trade practices, etc
- relevant licence requirements and related regulations

Unit Sector(s)

Unit sector

Manufacturing Pathways