



Australian Government

NWP203B Plan and organise personal work activities

Revision Number: 2

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Modification History

NWP203B Release 2: Layout adjusted. No changes to content.
NWP203B Release 1: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to plan and organise personal work activities to meet specified outcomes, including identifying and using resources and equipment and applying customer service policies.

Application of the Unit

This unit supports the attainment of skills and knowledge required for field and operational staff who work under supervision but who are required to exercise responsibility for their own effective work performance.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit of competency 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. Where <i>bold italicised</i> text is used, further information is detailed in the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Plan and conduct assigned work activities.	<p>1.1 Identify work activities and relevant <i>legislation and organisational procedures</i>.</p> <p>1.2 Organise and <i>plan work activities</i> to achieve agreed outcomes.</p> <p>1.3 Identify and obtain resources to complete planned work activities.</p>
2 Monitor quality of work.	<p>2.1 Interpret and check instructions against relevant organisational standards of work.</p> <p>2.2 Seek clarification of work instructions as required.</p> <p>2.3 Monitor and adjust work according to requirements for job quality, customer service, public responsibility and resource use.</p>
3 Provide and obtain feedback and information on work activities.	<p>3.1 <i>Record and report</i> work activities according to organisational requirements.</p> <p>3.2 Access appropriate avenues to provide suggestions for improvement to personal work performance.</p>

Required Skills and Knowledge

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

Required skills:

- prepare, identify and respond to operational problems
- complete basic reports, records and logs
- follow work instructions
- follow policies, procedures and standards
- work effectively as part of a team
- use literacy skills in regard to verbal and written communication in the workplace
- communicate such things as work requirements effectively
- assertiveness
- time management

Required knowledge:

- organisational reporting and communication systems
- work planning processes
- legislative and organisational policies, procedures and standards
- administrative procedures
- quality systems
- organisational procedures for contractors
- reporting procedures

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 the Training Package.

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

The candidate should demonstrate the ability to plan and organise personal work activities to meet specified outcomes, including:

- identifying and using resources and equipment
- applying customer service policies
- identifying, prioritising and planning work tasks
- identifying and applying appropriate quality standards
- monitoring work performance and seeking feedback

Context of and specific resources for assessment

Access to the workplace and resources including:

- documentation that should normally be available in a water industry organisation
- relevant codes, standards and government regulations

Where applicable, physical resources should include equipment modified for people with disabilities.

Access must be provided to appropriate learning and assessment support when required.

Assessment processes and techniques must be culturally appropriate, and appropriate to the language and literacy capacity of the candidate and the work being performed.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice
- a decision of competence only taken at the point when the assessor has complete confidence in the person's competence over time and in various contexts
- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence
- where assessment is for the purpose of recognition (RCC/RPL), the evidence provided will need to be authenticated and show that it represents competency demonstrated over a period of time

- assessment can be through simulated project-based activity and must include evidence relating to each of the elements in this unit

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge. Questioning will be undertaken in a manner appropriate to the skill levels of the operator and cultural issues that may affect responses to the questions, and will reflect the requirements of the competency and the work being performed.

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. ***Bold italicised*** wording, if used in the performance criteria, is detailed below. 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.

Legislation and organisational procedures include:

- by-laws and organisational policies
- standard operating procedures
- equal employment opportunity
- OHS

Plan work activities will require:

- interpretation of instructions and directions
- assessment and prioritisation of workload
- adherence to timelines
- interaction and communication with team members and individuals
- interpretation of legislation and organisational procedures
- reference to:
 - productivity requirements
 - total quality management principles
 - customer service requirements

Record and report information relating to work activities, including:

- completion of time sheets
- requisitions
- work sheets and job cards
- basic workplace records and verbal or written reports

Unit Sector(s)

Not applicable.

Competency field

Common