



Australian Government

Department of Education, Employment and Workplace Relations

TLIE607D Collect, analyse and present workplace data and information

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to collect, analyse and present workplace data and information including identifying required information, analysing and preparing information for use, explaining information, and presenting workplace information to others.

Application of the Unit

Data collection, analysis and presentation is carried out as an integral part of operations in the context of the workplace concerned.

Work is performed under general or limited supervision, generally within a team environment. It involves the application of established principles and practice to the collection, analysis and presentation of information and data as part of workplace operations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

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

Elements and Performance Criteria

Element	Performance Criteria
1 Identify required information	<p>1.1 Purpose of the information/data collection is identified</p> <p>1.2 Sources of information are established</p> <p>1.3 Appropriate information is collected</p>
2 Prepare information for use	<p>2.1 Information is collated and analysed in accordance with workplace procedures</p> <p>2.2 Processed information is organised and presented in a logical manner</p> <p>2.3 Checks for accuracy are made</p>
3 Explain information	<p>3.1 Data collection and analysis is explained to others in a way that effectively contributes to the workplace operations</p> <p>3.2 Outcomes of data/information analysis are presented to others using appropriate presentation modes and resources</p> <p>3.3 Questions are answered and appropriate clarifications are given</p>
4 Present workplace information	<p>4.1 Processed information is forwarded to appropriate personnel in accordance with workplace procedures</p> <p>4.2 Processed information is collated and stored in accordance with workplace procedures</p>

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Sources of information and data and procedures for processing the information for workplace use

Protocols and procedures for the collection, analysis and presentation of workplace information and data using relevant technology

Presentation and communication techniques including an understanding of barriers to effective communication and how to overcome them

Basic principles of effective presentation and communication of information

Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English

Typical presentation and communication problems and appropriate action and solutions

Required skills:

Communicate effectively with others when collecting, analysing and presenting workplace data and information

Read and interpret instructions and procedures relevant to the collection, analysis and presentation of workplace data and information

Interpret and follow operational instructions and prioritise work

Complete documentation related to the collection, analysis and presentation of workplace data and information

Identify and use required communication and presentation technology

Work collaboratively with others when collecting, analysing and presenting workplace data and information

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems that may arise when collecting, analysing and presenting workplace data and information in accordance with regulatory requirements and workplace procedures

Plan own work including predicting consequences and identifying improvements

Implement contingency plans for unanticipated situations that may arise when collecting, analysing and presenting workplace data and information

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Work systematically with required attention to detail

Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

- the underpinning knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

- access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and/or equipment, and/or

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through appropriately simulated activities at the registered training organisation, and/or

- in an appropriate range of situations in the workplace

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.

Data collection, analysis and presentation will be:	that required for workplace operations may occur by day or night and in a variety of work contexts
Customers may be:	internal or external
Presentation modes may include:	written documentation oral reports group presentations using appropriate technology completion of standard forms and checklists routine written reporting entry of collected/processed information into a computer participation in workplace discussions
Presentations/communications may involve:	English-speaking persons multilingual staff persons with limited ability to communicate in English
Presentation/communication problems may include:	misunderstanding limited ability of others to communicate in English noisy environments or communications channels illegible writing or print use of non-standard vocabulary incorrect assumption that information has been received and/or correctly understood
Depending on workplace context, consultative processes may involve	managers supervisors/team leaders workplace personnel

clients
private and/or public sector security
personnel
police
security consultants
visitors
contractors
official representatives
union representatives
industrial relations
OH&S specialists
other professional or technical staff

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

company procedures
enterprise procedures
organisational procedures
established procedures

Presentation/communication may involve the use of a range of technology, including:

phone
electronic data interchange
fax
email
internet
radio
overhead or computer controlled projector
plain or electronic white board
flip charts
microphone and amplifier
video player and monitor

Information/documentation may include:

workplace procedures, checklists and instructions
operations manuals
induction documentation
competency standards and training materials
job specifications

manufacturers specifications
 HAZCHEM and dangerous/hazardous goods codes
 goods identification numbers and codes
 manifests, bar codes, goods and container identification
 manufacturers specifications
 workplace policies
 supplier and/or client instructions
 material safety data sheets
 relevant codes of practice including the national standards for manual handling and the industry safety code
 legislation, regulations and related documentation
 award, enterprise bargaining agreement, other industrial arrangements
 standards and certification requirements
 quality assurance procedures
 emergency procedures

Applicable regulations and legislation may include:

relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
 dangerous goods and freight regulations and codes
 relevant Australian and state/territory standards and certification requirements
 relevant Australian and state/territory OH&S legislation
 equal employment legislation and related policies
 environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation