



Australian Government

Department of Education, Employment and Workplace Relations

TLIE807C Process workplace documentation

Release: 1

TLIE807C Process workplace documentation

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to process workplace documentation including planning the documentation to fulfil the identified purpose and completing the documentation in accordance with requirements. Documentation may include forms, logs, diaries and basic hand-written or typed reports. It may also include entry of information into computer-based documents and forms.

Application of the Unit

Processing of workplace documentation is carried out as an integral part of work operations in the context of the workplace concerned.

Work may be performed in team and autonomous working situations. It involves the application of established procedures in the completion of workplace documentation in the course of day-to-day 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 Plan documentation	<p>1.1 Purpose of workplace documentation is identified and confirmed</p> <p>1.2 Information for completion of the workplace documentation is collected, interpreted, analysed and organised as required</p>
2 Complete documentation	<p>2.1 Required documentation is prepared, or forms completed, in accordance with workplace policies and procedures</p> <p>2.2 Information is entered into computer-based documents, where required</p> <p>2.3 Logs or diaries are maintained accurately and in a timely manner in accordance with workplace requirements.</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

Protocols and procedures for processing workplace documentation using relevant workplace technology

Requirements for workplace documentation, forms, logs or diaries

Sources of information for the completion of workplace documentation, forms, logs or diaries

Purpose of workplace documentation, forms, logs or diaries

Typical problems in processing of workplace documentation and appropriate action and solutions

Required skills:

Communicate effectively with others when completing and processing workplace documentation, forms, logs or diaries

Read, interpret and organise information needed for the completion and processing of workplace documentation, forms, logs or diaries

Interpret and follow operational instructions and prioritise work

Complete workplace documentation, forms, logs or diaries

Write and/or enter information into computer based documentation systems

Work collaboratively with others when completing and processing workplace documentation, forms, logs or diaries

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 completing and processing workplace documentation, forms, logs or diaries in accordance with regulatory requirements and workplace procedures

Implement contingency plans for unplanned events

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the completion and processing of workplace documentation, forms, logs or diaries

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 without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in computing 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.

Processing of workplace documentation will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including:

- in confined spaces, exposed conditions and controlled or open environments
- in a workplace, warehouse or depot
- in a vehicle on the road
- at a client's workplace

Types of documentation may include:

- workplace and on-road transport memos
- letters
- diaries
- logs
- checklists
- maintenance schedules
- workplace forms and standard documents

Documentation and reporting systems will be:

- as defined within workplace procedures

Documentation may be received from or sent to:

- managers
- supervisors/team leaders
- other workplace personnel
- clients
- contractors
- union representatives
- official representatives

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

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation may include:

- hard copy
- computer-based documents and forms
- faxes

	email
Information/documentation may include:	workplace procedures, forms, checklists and instructions
	goods identification numbers and codes
	manifests, bar codes, goods and container identification
	manufacturers specifications
	workplace documentation 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 OH&S legislation
	equal employment legislation and related policies
	environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation