TLIL307C Conduct induction process

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to conduct an induction process to introduce a new employee to a workplace, including outlining the relationship between the employee and the company, establishing and explaining the requirements of position, and completing relevant workplace documentation.

Application of the Unit

Work involves the planning, coordination and conduct of an induction program to prepare workers to enter and participate in the work activities of a workplace. Orientation/induction activities are in accordance with relevant regulatory requirements and operational policies and procedures for the workplace concerned.
Work is performed under some supervision, generally within a team environment.
Work involves the application of basic routine coaching and instruction principles and procedures to conduct an induction program for new workers and trainees commencing employment in the workplace.

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	**Outline the relationship between employee and the company**	1.1	Employee is greeted and introduced to key personnel and areas in the workplace
		1.2	Workplace objectives, operating systems and workplace structures are explained
		1.3	The relationship between the employee's position and the workplace structure and objectives is identified
		1.4	Required OH&S, workplace procedures and employment conditions are described
		1.5	Sources of information and assistance for the employee are identified
		1.6	Emergency procedures are explained
2	**Establish requirements of position**	2.1	Job role, responsibilities and reporting relationships are explained
		2.2	Immediate work colleagues are introduced
		2.3	Workplace facilities and layout are shown to the employee and flow of work/materials/goods and functions carried out in the areas are explained
		2.4	Initial training in relevant OH&S, equipment and work systems is provided in accordance with workplace procedures
		2.5	Employee rights and responsibilities in terms of equal employment opportunity, sexual harassment and anti-discrimination are explained
		2.6	Training opportunities are organised for the development of the individuals job role
		2.7	Workplace expectations of work functions and outputs are clarified
		2.8	Opportunities for the employee to clarify concerns and ask questions are provided

3	**Complete relevant workplace documentation**	3.1	Workplace personnel records are completed in accordance with workplace requirements
		3.2	Tax declaration and other relevant documentation are checked for compliance with requirements
		3.3	Employee is requested to provide any additional information needed and notes are taken of any additional actions required
		3.4	Workplace-specific documentation (if applicable) is submitted to appropriate personnel in accordance with workplace requirements
		3.5	Requirements of Territory/State/Commonwealth legislation on equal employment opportunity, sexual harassment and anti-discrimination are fulfilled

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Workplace induction procedures and documentation requirements

Instructional methods and resources required to conduct an induction program

Conditions of service of employees

Workplace structures and the roles and responsibilities of employees

Site or workplace layout

Emergency procedures and related equipment

Workplace documentation and record keeping procedures and requirements

Customer service standards and procedures

Workplace hazards and related hazard minimisation procedures

Personal protective equipment and instructions for its use

Required skills:

Communicate effectively with others when conducting an induction process for relevant personnel

Read and interpret instructions, procedures, information and signs relevant to the conduct of an induction process for relevant personnel

Interpret and follow operational instructions and prioritise work

Complete documentation related to the conduct of an induction process

Operate electronic communication equipment to required protocol

Work collaboratively with others when conducting an induction process for relevant personnel

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 conducting an

induction process for employees and contractors in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of an induction process

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

Identify and correctly use instruction equipment, processes and procedures

Adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

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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

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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.

Work will involve:	basic routine induction training in a variety of relevant work contexts
Customers may be:	internal or external
Operations may be conducted:	by day or night
	in enclosed spaces
	in exposed conditions
	in controlled or open environments
Instruction methods may include:	explanation
	demonstration
	guided site/workplace inspection
	provision of program notes and materials
	presentation using an overhead slide projector, computer-driven projector or video player/monitor
	written and practical assignments and exercises
Hazards may include:	vehicular traffic and pedestrians
	uneven ground, steps, road surfaces
	dust and vapours
	hazardous or dangerous materials
	humidity, air temperature and radiant heat
	light including UV
	noise
Consultative processes may involve:	clients
	managers
	supervisors/team leaders
	workplace personnel
	visitors

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	contractors
	official representatives
	union representatives
	industrial relations and OH&S specialists
	other professional or technical staff
	local government authorities
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Communication may involve the basic use of a range of communication technology including:	phone
	electronic data interchange (EDI)
	fax
	email
	internet
	radio
Personal protective equipment may include:	gloves
	safety headwear and footwear
	sunscreen, sunglasses and safety glasses
	two-way radios
	high visibility clothing
Information/documentation may include:	workplace induction procedures and related instruction materials
	operations manuals
	induction/orientation documentation
	competency standards and training materials
	job specification, site/workplace map and details of organisation structure
	conditions of service, relevant legislation, regulations and related documentation
	award, enterprise bargaining agreement, other industrial arrangements
	relevant codes of practice including the national standards for manual handling and

	the industry safety code
	supplier and/or client instructions
	manifests, bar codes, goods and container identification
	goods identification numbers and codes
	manufacturers specifications
	material safety data sheets
	relevant Australian standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice, including the Australian 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
	licensing requirements for driving and carrying particular classes of goods
	workplace relations legislation
	workers compensation legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management