



Australian Government

Department of Education, Employment and Workplace Relations

TLIE2008A Process workplace documentation

Release: 1

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Modification History

Not Applicable

Unit Descriptor

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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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

Refer to Unit Descriptor

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 documentation | 1.1 Purpose of workplace documentation is identified and confirmed 1.2 Information for completion of the workplace documentation is collected, interpreted, analysed and organised as required |
| 2 Complete documentation | 2.1 Required documentation is prepared, or forms completed, in accordance with workplace policies and procedures 2.2 Information is entered into computer-based documents, where required 2.3 Logs or diaries are maintained accurately and in a timely manner in accordance with workplace requirements. |

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

Required skills:

- 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**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/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational

EVIDENCE GUIDE

situations in the workplace

- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - 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 activities in an appropriately simulated environment 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
- as defined within workplace procedures

Documentation and reporting

RANGE STATEMENT

systems will be:

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

Competency Field E - Communication and Calculation