



Australian Government

Department of Education, Employment and Workplace Relations

TLIE3022A Complete workplace documents

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to collect, prepare, analyse and process workplace documents in accordance with workplace requirements. It includes collecting, preparing, analysing and interpreting information, and completing documents.

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

Application of the Unit

Documents are completed as an integral part of routine work in the context of the workplace concerned.

Work is performed under minimal supervision, generally in a team environment.

Work involves the application of established communication principles and practices and may include the use of local technical language and vocabulary within documents.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

Employability Skills Information

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 Collect and prepare information

- 1.1 Purpose and audience for the document are identified
- 1.2 Appropriate document format is identified to meet organisational requirements
- 1.3 Relevant information is collected for inclusion in the document
- 1.4 Active listening skills are demonstrated when collecting information
- 1.5 Questioning techniques are used to gain additional information and clarify understanding

2 Interpret and analyse information

- 2.1 Relevant information is interpreted, analysed and collated as required for inclusion in the document
- 2.2 Where required, a draft is prepared in accordance with organisational procedures

3 Finalise workplace documents

- 3.1 Document is completed in accordance with organisational policies and procedures
- 3.2 Document is edited and a final version appropriate to the required communication is presented

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Communication techniques, including active listening and effective questioning
- Organisational procedures and policies for the completion of documents and forms
- Issues that may occur when preparing and completing workplace documents, and action that can be taken to resolve them
- Format and layout of documents and forms used in workplace activities
- Methods used to analyse and interpret information to be included in workplace documents and forms

Required skills:

- Literacy and numeracy levels appropriate to the documents to be completed
- Read and interpret instructions, procedures and information relating to the completion of workplace documents
- Report and rectify within limits of own role identified problems when preparing and completing workplace documents
- Work systematically with required attention to detail
- Apply methods of analysis and interpretation for workplace documents
- Use appropriate numeric functions when interpreting and analysing information

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 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, 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.

Communication techniques may include:

- active listening
- questioning to obtain information and clarify information and understanding, including:
 - open and closed questions
 - direct and indirect questions
 - probing questions

Communication problems may include:

- misunderstanding
- misinterpretation
- noisy environments or communication channels
- illegible writing or print
- use of non-standard vocabulary (jargon, acronyms, etc.)
- incorrect assumption that message has been received and/or correctly understood
- outdated information sources
- language barriers

Personnel communicated with may include:

- train drivers
- train crews
- train controllers
- signallers
- other workplace personnel and rail safety workers
- station/customer service staff
- passengers
- customers
- security personnel
- police and other emergency services personnel
- other professional or technical staff
- local government authorities

Documents and forms may include:

- routine written reports on workplace activities, including:
 - incident or accident reports
 - safeworking forms
- train control diagrams
- train graphs
- log books
- train register books

Information and documentation may include:

- train notices
- workplace procedures, checklists and instructions
- workplace policies
- legislation, regulations and related documentation
- working timetables

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and Calculation