



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIG1001A Work effectively with others**

**Release: 1**

## **TLIG1001A Work effectively with others**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the basic skills and knowledge required to work effectively with others in a workplace including contributing to determination of appropriate work roles, contributing to the planning of activities, and working with others to complete the activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

Work is carried out in accordance with workplace procedures and relevant regulatory requirements.

Work is performed under some supervision, generally within a team environment.

Work involves the application of established procedures and appropriate interpersonal skills when working with others to complete workplace tasks.

### **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
<b>1 Contribute to determination of appropriate work roles</b>	<p>1.1 Work roles of each group member are identified based on information and instructions about objectives, performance requirements and procedures</p> <p>1.2 Contributions are made to assist in the determination of the appropriate roles and responsibilities for the successful completion of the activity</p>
<b>2 Contribute to the planning of the activity</b>	<p>2.1 Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures</p>
<b>3 Work with others</b>	<p>3.1 Forms of communication appropriate to the activity are used</p> <p>3.2 Assistance in the completion of the activities is requested where appropriate</p> <p>3.3 Contributions to the achievement of a required outcome are made</p> <p>3.4 Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate</p> <p>3.5 Problems are discussed and resolved where possible through agreed and accepted processes</p> <p>3.6 Suggestions for improvements to processes are made and discussed within the team</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 workplace standards and procedures and duty of care requirements
- Relevant OH&S and environmental protection procedures and responsibilities
- Workplace structures and the roles and responsibilities of team/group members
- Basic principles of teamwork
- Typical misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them
- Focus of operation of work systems, equipment or management, site and organisational operating procedures

**Required skills:**

- Communicate effectively with others when completing work activities
- Read and interpret instructions, procedures, information and signs relevant to working with others as a team
- Interpret and follow operational instructions and prioritise work within the team
- Operate electronic communication equipment to required protocol when communicating with others in the workplace
- Work collaboratively with others
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when working with others in a work environment
- Monitor team activities in terms of planned schedule
- Modify team activities depending on differing operational contingencies, risk situations and environments
- Adapt to any differences in language and culture in accordance with standard operating procedures
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

## 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

## EVIDENCE GUIDE

- 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 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.

- |                              |  |
|------------------------------|--|
| Work:                        | <ul style="list-style-type: none"> <li>• involves basic routine work operations carried out in collaboration with others</li> <li>• may occur by day or night</li> <li>• may be in a variety of work contexts</li> </ul> |
| Customers may be:            | <ul style="list-style-type: none"> <li>• internal or external</li> </ul>   |
| Enterprises may comprise:    | <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>   |
| Work colleagues may include: | <ul style="list-style-type: none"> <li>• English-speaking persons</li> <li>• multilingual staff</li> <li>• persons with limited ability to communicate in English</li> </ul>   |

## RANGE STATEMENT

Personnel in work area may include:

- persons from a range of cultural backgrounds
- managers
- supervisors/team leaders
- workplace personnel
- visitors
- contractors
- 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

Communication may involve the basic use of a range of communication technology including:

- phone
- electronic data interchange (EDI)
- fax
- email
- internet
- radio

Information/documentation may include:

- workplace procedures, checklists and instructions
- 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 OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations

## **Unit Sector(s)**

Not Applicable

## **Competency Field**

**Competency Field**                      G - Teamwork