



**Australian Government**

# **TLIL1001A Complete workplace orientation/induction procedures**

**Release 3**

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## **Modification History**

Release 2. This is the second release of this unit in the TLI10 Transport and Logistics Training Package Version 4.0.

In Release 2 additions have been made to the following Range Statements:

- Hazards
- Information/documents.

Release 2 is equivalent to the previous release.

## **Unit Descriptor**

This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role. It includes identifying major areas of the workplace in terms of functions, organisational structures and occupations; and organising and accepting responsibility for own workload. It also includes the application of ethical practices in work activities; receiving and acting constructively on personal feedback; participating in the identification and meeting of one's own learning needs; and planning and organising a personal daily routine. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

## **Application of the Unit**

Workplace orientation/induction is completed to enable a worker to enter and participate in the work activities of a workplace. Orientation and induction activities will be in accordance with the 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 development of the basic skills and knowledge to participate safely and effectively in workplace activities.

## **Licensing/Regulatory Information**

Refer to Unit Descriptor.

## **Pre-Requisites**

Nil.

## 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

- |   |  |
|---|--|
| <b>1 Identify major areas of the workplace in terms of functions, organisational structures and occupations</b> | 1.1 The layout of the workplace, the flow of materials and goods (where relevant) and the work activities conducted in each work area are identified<br><br>1.2 Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined<br><br>1.3 The types of facilities in the workplace, their purpose and (any) risk factors attached to them are identified<br><br>1.4 Equipment and technology used in the workplace are outlined in terms of function and physical characteristics<br><br>1.5 Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties<br><br>1.6 Key internal and external customers and the workplace areas that serve them are identified<br><br>1.7 Workplace hazards are identified and related hazard minimisation procedures followed<br><br>1.8 Relevant personal protective equipment (PPE) is identified and correctly used in accordance with regulations and workplace requirements<br><br>1.9 Workplace emergency procedures are identified and followed in real and simulated emergency situations |
| <b>2 Organise and accept responsibility for own workload</b>  | 2.1 Priorities and deadlines are established in consultation with others (as appropriate) and recorded<br><br>2.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected   |

- 2.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions
- 2.4 Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff
- 2.5 Additional support to improve work is communicated clearly to appropriate personnel
- 3 Apply ethical practices**
  - 3.1 Workplace procedures, regulations and legislation appropriate to the position are identified and followed
  - 3.2 Commitments and undertakings to clients, colleagues and supervisors are met
  - 3.3 Required confidentiality is maintained
  - 3.4 Appropriate codes of acceptable and ethical work practices are applied
  - 3.5 Workplace security policies are identified including the relationship to personal job role
- 4 Receive and act constructively on personal feedback**
  - 4.1 Suggestions on ways to improve work are sought regularly from appropriate personnel
  - 4.2 Feedback is acted upon as required to improve work performance
- 5 Participate in identifying and meeting own learning needs**
  - 5.1 Operations of the workplace, workplace equipment and focus of endeavour are identified
  - 5.2 Organisational structure, career paths and training opportunities appropriate to the enterprise are identified
  - 5.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements
  - 5.4 Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others
- 6 Plan and organise a personal daily routine**
  - 6.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures
  - 6.2 Clarification of requirements of tasks is sought when appropriate
  - 6.3 Achievable time and other performance measures are agreed

#### 6.4 Tasks are completed with variations to plan identified and reported

## Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

### Required knowledge:

- Workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities
- Conditions of service including: employer and employee obligations under award, employment contract, OH&S and other regulations in relation to engagement, working times and conditions, and dismissal and discipline arrangements
- Workplace structures and the roles and responsibilities of team/group members
- Site or workplace layout
- Emergency procedures
- Basic 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 completing workplace orientation and induction procedures
- Read and interpret instructions, procedures, information and signs relevant to work activities
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when completing workplace orientation and induction procedures
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify workplace products and services and their features
- Identify and correctly use equipment, processes and procedures
- Operate and 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

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 competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of:

- applying the underpinning knowledge and skills
- demonstrating an understanding of workplace structure and how it applies to the job role
- demonstrating an understanding of the immediate management structure relating to the job role
- applying relevant legislation and workplace procedures

### **Context of and specific resources for assessment**

Performance is demonstrated consistently over 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**

As a minimum, assessment of knowledge must be conducted through appropriate assessments using written/practical/oral assessments.

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace

A simulator/online assessment is not suitable for the final assessment of this unit of competency.



## 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.

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|---|--|
| Work will involve:  | <ul style="list-style-type: none"><li>• basic routine work functions in a variety of relevant work contexts</li></ul>  |
| Customers may be:   | <ul style="list-style-type: none"><li>• internal or external</li></ul>   |
| Operations may be conducted:  | <ul style="list-style-type: none"><li>• by day or night</li><li>• in enclosed spaces</li><li>• in exposed conditions</li><li>• in controlled or open environments</li></ul>  |
| Hazards may include:  | <ul style="list-style-type: none"><li>• vehicular traffic and pedestrians</li><li>• uneven ground, steps, road surfaces, work surfaces</li><li>• dust and vapours</li><li>• hazardous or dangerous materials</li><li>• humidity, air temperature and radiant heat</li><li>• light including UV</li><li>• noise</li><li>• working at heights</li></ul>  |
| Consultative processes may involve:   | <ul style="list-style-type: none"><li>• clients</li><li>• managers</li><li>• supervisors/team leaders</li><li>• workplace personnel</li><li>• visitors</li><li>• contractors</li><li>• official representatives</li><li>• union representatives</li><li>• industrial relations and OH&amp;S specialists</li><li>• other professional or technical staff</li><li>• local government authorities</li></ul> |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"><li>• company procedures</li><li>• enterprise procedures</li><li>• organisational procedures</li><li>• established procedures</li></ul>  |
| Communication may involve the basic use of a range of communication technology including:                         | <ul style="list-style-type: none"><li>• phone</li><li>• electronic data interchange (EDI)</li><li>• fax</li><li>• email</li><li>• internet</li></ul>   |

## RANGE STATEMENT

Personal protective equipment may include:

- radio
- gloves
- safety headwear and footwear
- sunscreen, sunglasses and safety glasses
- two-way radios
- high visibility clothing

Information/documentation may include:

- workplace procedures, checklists and instructions
- 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
- accident procedures
- security 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