



Australian Government

Department of Education, Employment and Workplace Relations

TLIL4009A Manage personal work priorities and professional development

Release: 1

TLIL4009A Manage personal work priorities and professional development

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage personal work priorities and own professional development, including managing own qualities, goals, plans and performance; setting and meeting own work priorities; and developing and maintaining own professional competence. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work is performed under minimum supervision with general guidance on progress and outcomes of work. It involves discretion and judgement in managing personal work priorities and professional development.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work generally involves responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

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 Manage self	<p>1.1 Personal qualities and performance serve as a role model in the workplace</p> <p>1.2 Personal goals and plans reflect the organisation's plans and personal roles, responsibilities and accountabilities</p> <p>1.3 Action is taken to achieve and extend personal goals beyond those planned</p> <p>1.4 Consistent personal performance is maintained in varying work conditions and work contexts</p>
2 Set and meet own work priorities	<p>2.1 Competing demands are prioritised to achieve personal, team and the organisation's goals and objectives</p> <p>2.2 Technology is used efficiently and effectively to manage work priorities and commitments</p>
3 Develop and maintain professional competence	<p>3.1 Personal knowledge and skills are assessed against competency standards to determine development needs and priorities</p> <p>3.2 Feedback from clients and colleagues is used to identify and develop ways to improve competence</p> <p>3.3 Management development opportunities suitable to personal learning style(s) are selected and used to develop competence</p> <p>3.4 Participation in professional networks and associations enhances personal knowledge, skills and relationships</p> <p>3.5 New skills are identified and developed to achieve and maintain a competitive edge</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 regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the management of personal work priorities and professional development
- Competencies required to increase participation in the planning and development of the organisation
- Appropriate learning methods to maintain current competence or develop new competencies
- Resource availability including the competencies of individuals in the team/group

REQUIRED KNOWLEDGE AND SKILLS

- Coaching and mentoring approaches to support team members to share knowledge and skills
- Workplace business policies and plans including procedures for undertaking professional development
- Typical problems that can occur when managing personal work priorities and professional development and related action that can be taken

Required skills:

- Communicate effectively with others when managing personal work priorities and professional development
- Read and interpret instructions, procedures, information and signs relevant to the management of personal work priorities and professional development
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the management of personal work priorities and professional development
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing personal work priorities and professional development
- 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 managing personal work priorities and professional development in accordance with workplace procedures
- Plan work activities, including predicting consequences and identifying improvements
- Take advantage of learning opportunities both in the workplace and within training programs and workshops
- 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
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- 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

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 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.

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| The workplace environment may involve twenty-four hour operation and may include: | <ul style="list-style-type: none"> • single and multi-site locations • large, medium and small companies |
| Services, products, risks, work systems and requirements may: | <ul style="list-style-type: none"> • potentially vary across different sections of the workplace |
| Operations involve: | <ul style="list-style-type: none"> • internal and external customer/supplier contact and coordination |
| Work priorities and professional development are: | <ul style="list-style-type: none"> • directed at maximising achievement of the individual in accordance with the enterprise's objectives and strategic plans |
| Professional development activities may include: | <ul style="list-style-type: none"> • attendance at formal education/training programs • completion of internal short training programs • attendance at relevant conferences, seminars and workshops • reading of relevant journals and literature • networking with other technical, managerial and professional staff • coaching/mentoring on the job • workplace training projects |
| Consultative processes may involve: | <ul style="list-style-type: none"> • customers/clients • other employees and supervisors • supplier representatives • manufacturers representatives • trainers • management • union representatives • OH&S specialists • other maintenance, professional or technical staff |
| Communications systems may involve: | <ul style="list-style-type: none"> • face-to-face conversation, meetings and workshops • telephone • fax • email • electronic data transfer of information (EDI) • mail |
| Depending on the type of organisation concerned and the local terminology used, workplace | <ul style="list-style-type: none"> • company plans/procedures • enterprise plans/procedures • organisational plans/procedures |

RANGE STATEMENT

plans/procedures may include:

- established plans/procedures

Information/documentation may include:

- workplace procedures and policies
- job specifications
- training notes and materials
- journals and work-related literature
- competency standards
- customer/client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to business operations
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- emergency procedures
- relevant regulations, standards and codes of practice
- trading regulations relevant to business operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Applicable regulations and legislation may include:

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

L - Resource Management