



Australian Government

AHCCMN102 Apply effective work practices

Release: 1

AHCCMN102 Apply effective work practices

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to plan and complete tasks effectively within a workplace environment, including working with others, using technologies and solving simple work problems.

This unit is designed for use in a Pathway qualification or skills set. It should not be used in a qualification that has a direct job outcome.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Common (CMN)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan, organise and complete daily work	1.1 Identify and interpret work instructions and priorities in consultation with supervisor 1.2 Determine and map out appropriate work plan or daily routine 1.3 Determine, collect and organise materials, resources and information needed to complete work 1.4 Complete work tasks within designated timelines and in line with quality standards and instructions 1.5 Follow work health and safety policies 1.6 Deal with problems that arise in a practical, timely and

Element	Performance criteria
	appropriate manner and seek assistance when required 1.7 Seek feedback on work performance and make improvements as required
2. Communicate effectively	2.1 Identify appropriate lines of communication with supervisors, colleagues and customers 2.2 Use effective communication skills as well as literacy and numeracy skills, to gather and convey information 2.3 Demonstrate appropriate non-verbal behaviour
3. Work with others	3.1 Identify work roles of self and others in the workplace 3.2 Contribute to team outcomes in a manner that fulfils own work responsibilities and promotes cooperation and good relationships 3.3 Interact respectfully with customers and colleagues from diverse backgrounds
4. Use workplace technology	4.1 Select appropriate workplace technology to complete work tasks and use according to workplace and manufacturer guidelines and instructions 4.2 Inspect workplace technology to ensure it is working properly and take precautions to reduce risks to technology and self 4.3 Take appropriate action to address or report problems with workplace technology 4.4 Care for workplace technology according to workplace and manufacturer guidelines and instructions
5. Solve work problems	5.1 Identify problems and determine practical or creative solutions within scope of individual responsibility 5.2 Seek assistance from key personnel when required 5.3 Report workplace problems as required using workplace procedures
6. Adapt to change	6.1 Identify, clarify and accommodate new work requirements or situations 6.2 Identify possible practical or creative options to deal with workplace challenges, and discuss with supervisor

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

This unit is equivalent to AGFCMN102A Apply effective work practices.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCCMN102 Apply effective work practices

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Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- interpret responsibilities and plan own work activities
- follow work health and safety policies
- apply relevant ethical practices and codes of practice in the course of work activities
- recognise simple numerical information relating to work activity
- communicate effectively in the course of work activities
- complete work activities in collaboration with others according to instructions, procedures and applicable regulations
- identify, report and address problems according to workplace procedures
- complete work activities with required attention to detail and without damage to goods, equipment or personnel
- use a range of workplace technologies
- use industry standard terminology

Knowledge Evidence

The candidate must demonstrate knowledge of:

- procedures for identifying and using relevant workplace technology
- systems and equipment used in the workplace and instructions, processes and precautions for their use
- typical problems in the workplace and appropriate action and solutions
- workplace procedures, policies and instructions
- workplace structures and roles and responsibilities of individuals, and team and group members
- basic principles of teamwork in the workplace

- verbal and non verbal communication techniques appropriate to receive and convey workplace information
- basic concepts of time management to meet daily planning and scheduled timelines
- industry and enterprise work health and safety policies

Assessment Conditions

Assessors must satisfy current standards for RTOs.

Links

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