



Australian Government

AHCCMN102 Apply effective work practices

Release: 1

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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>