



Australian Government

AHCWRK204 Work effectively in the industry

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 work effectively on an individual basis and with others as well as within a hierarchy of management.

The skills and knowledge described in this unit underpin a broad range of activities applicable to a variety of job roles throughout industries at various levels.

The unit applies to individuals who work at various levels and should be contextualised to accommodate the responsibility of the individual.

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

Work (WRK)

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. Obtain information about the industry	1.1 Identify and access sources of information about the industry 1.2 Collect information to assist effective and safe work performance within the industry 1.3 Obtain and update specific information on sector of work 1.4 Apply industry and work health and safety information to day-to-day work activities 1.5 Identify employment terms and conditions

Element	Performance criteria
	1.6 Identify career pathways within the industry 1.7 Maintain biosecurity protocols and procedures at all times
2. Observe employment requirements	2.1 Use industry developments in the workplace context to improve quality, productivity and conditions 2.2 Confirm that work practices comply with Codes of Practice and workplace expectations 2.3 Recognise faults and abnormalities in workplace practices and take remedial action as required 2.4 Ensure that dress and personal requirements comply with workplace standards 2.5 Observe punctuality in work attendance 2.6 Meet employer's expectations through completion of workplace routines and specific instructions within enterprise policies and procedures
3. Accept responsibility for quality of own work	3.1 Keep personal work space in a well organised and safe condition, and meets relevant standards and policies 3.2 Adhere to the workplace code of conduct 3.3 Detect variations in the quality of service or products from required standards and report as required
4. Plan and conduct own work	4.1 Interpret and follow instructions 4.2 Identify factors affecting work requirements and take appropriate action 4.3 Assess work load and prioritise within allocated timeframes 4.4 Communicate the need for assistance to improve performance clearly to the appropriate person
5. Promote workplace cooperation	5.1 Undertake responsibilities and duties in a positive manner to promote co-operation and good relationships 5.2 Conduct co-operation with others in a courteous manner and is appropriate to culture, special needs and linguistic background and position in the organisation 5.3 Recognise problems and conflict and resolve, where possible, through personal communication or refer to a supervisor, manager or employer for resolution
6. Contribute to a productive work environment	6.1 Fulfil commitments to undertake work or assist co-workers 6.2 Share information relevant to work with co-workers to ensure designated work goals are met 6.3 Share knowledge and skills co-workers through conversations and meetings 6.4 Recognise and seek contributions of individuals of different gender and social and cultural backgrounds

Element	Performance criteria
	6.5 Observe and implement the principles of equal employment opportunity 6.6 Ensure work is consistent with workplace standards relating to anti-discrimination and workplace harassment
7. Undertake an activity to workplace requirements	7.1 Interpret work schedules with the schedule and tasks defined 7.2 Discuss knowledge and skills required for task with supervisors and co-workers 7.3 Check the availability of materials and equipment to ensure they are consistent with work schedules and the requirements of the tasks 7.4 Create a daily schedule for completing workplace activities and allocated tasks including priorities, allocated start times, estimation of completion times and materials, equipment and assistance required for completion is decided upon

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 AHCWRK204A Work effectively in the industry.

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 AHCWRK204 Work effectively in the industry

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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:

- collect information on the industry
- observe employment requirements
- accept responsibility for quality of own work
- manage own work
- maintain the safety of others
- contribute to a productive work environment
- interpret work schedules
- meet the industry standard for dress and work practices
- communicate effectively with team members and supervisors
- use industry standard terminology

Knowledge Evidence

The candidate must demonstrate knowledge of:

- industry and workplace awards and conditions
- employer's expectations
- relevant legislation and Codes of Practice applying to the industry
- workplace policies and procedures including those relating to quality systems
- emergency procedures
- organisational structure
- workplace communication channels
- awareness of workplace health and safety in the context of own work
- biosecurity in the context of own work
- animal welfare practices in the context of own work where applicable
- sustainability practices in the context of own work

Assessment Conditions

Assessors must satisfy current standards for RTOs.

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