



Australian Government

Department of Education, Employment and Workplace Relations

AHCWRK204A Work effectively in the industry

Release: 1

AHCWRK204A Work effectively in the industry

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the process of working effectively on an individual basis and with others and defines the standard required to: meet the standards required in the industry for dress and work practices; implement the quality standards for workplace products or services; interpret instructions and establish work tasks and priorities; demonstrate communication skills with supervisors and co workers.
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Application of the Unit

Application of the unit	This unit applies to working on an individual basis, and also includes the ability to work within a hierarchy of management and with others.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Obtain information about the industry	1.1.Sources of information about the industry are correctly identified and accessed. 1.2.Information to assist effective and safe work performance within the industry is collected. 1.3.Specific information on sector of work is obtained and updated. 1.4.Industry and Occupational Health and Safety (OHS) information is correctly applied to day-to-day work activities. 1.5.Employment terms and conditions are defined. 1.6.Career pathways within the industry are identified.
2. Observe employment requirements	2.1.Industry developments are used in workplace context to improve quality, productivity and conditions. 2.2.Work practices comply with Codes of Practice and workplace expectations. 2.3.Faults and abnormalities in workplace practices are recognised and remedial action is taken to enterprise requirements. 2.4.Dress and personal requirements comply with workplace standards. 2.5.Punctuality in work attendance is observed. 2.6.Employer's expectations are met through completion of workplace routines and specific instructions within enterprise policies and procedures.
3. Accept responsibility for quality of own work	3.1.Personal work space is kept in a well organised and safe condition, and is in accordance with relevant standards and policies. 3.2.Workplace code of conduct is adhered to. 3.3.Variations in the quality of service and/or products from required standards are detected and reported in accordance with workplace procedures.
4. Plan and conduct own work	4.1.Instructions are interpreted correctly and observed. 4.2.Factors affecting work requirements are identified and appropriate action is taken. 4.3.Work load is assessed and prioritised within allocated timeframes. 4.4.The need for assistance to improve performance is communicated clearly to the appropriate person.
5. Promote workplace cooperation	5.1.Responsibilities and duties are undertaken in a positive manner to promote co-operation and good

ELEMENT	PERFORMANCE CRITERIA
	relationships. 5.2.Co-operation with others is conducted in a courteous manner and is appropriate to culture, special needs and linguistic background and position in the organisation. 5.3.Problems and conflict are recognised and resolved, where possible, through personal communication and/or are referred to a supervisor, manager or employer for resolution.
6. Contribute to a productive work environment	6.1.Commitments to undertake work or assist colleagues/co-workers are fulfilled. 6.2.Information relevant to work is shared with colleagues/co-workers to ensure designated work goals are met. 6.3.Knowledge and skills are shared with colleagues/co-workers through conversations and meetings. 6.4.Contribution of individuals of different gender and social and cultural backgrounds is recognised and sought. 6.5.The principles of equal employment opportunity are observed and implemented. 6.6.Work is consistent with workplace standards relating to anti-discrimination and workplace harassment.
7. Undertake an activity to workplace requirements	7.1.Interpretation of work schedules is consistent with the schedule and tasks defined. 7.2.Knowledge and skills required for task are discussed with supervisors and co-workers. 7.3.Availability of materials and equipment are checked to ensure they are consistent with work schedules and the requirements of the tasks. 7.4.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.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- collate information on the industry
- observe employment requirements
- accept responsibility for quality of own work
- manage own work
- maintain safety of others
- contribute to a productive work environment
- interpret work schedules
- use literacy skills to follow sequenced written instructions and record information accurately and legibly
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification and seeking advice from supervisor
- use numeracy skills to estimate, calculate and record routine workplace measures
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.

Required knowledge

- industry/workplace awards and conditions
- employer's expectations
- relevant legislation and Codes of Practice applying to the industry
- OHS policies and procedures
- workplace policies and procedures including those relating to quality systems
- emergency procedures
- organisational structure
- workplace communication channels.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

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 workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:

- meet the standards required in the industry for dress and work practices
- implement the quality standards for workplace products or services
- interpret instructions and establish work tasks and priorities
- demonstrate communication skills with supervisors and co workers.

Context of and specific resources for assessment

Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole.

Work may include:

- all aspects of individual performance in the workplace.

Unit Sector(s)

Unit sector

Work

Co-requisite units

Co-requisite units		

Competency field

Competency field	
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