



Australian Government

BSBWOR302 Work effectively as an off-site worker

Release: 1

BSBWOR302 Work effectively as an off-site worker

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to negotiate and perform self-managed, self-directed and agreed work. It is a flexible employment option that meets all legal and regulatory employment requirements.

It applies to individuals who are skilled operators and apply a broad range of competencies in various off-site contexts. Most commonly this will apply to people working from home or another location away from a central office.

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

Unit Sector

Industry Capability – Workplace Effectiveness

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Negotiate off-site working arrangements	1.1 Identify and include legal and ethical issues relating to off-site work in working arrangements 1.2 Identify and include worker rights and responsibilities and those of supervisor/s and the organisation, in off-site working arrangements 1.3 Agree and document off-site work employment conditions and agreement in accordance with legal requirements 1.4 Confirm equipment and technology requirements for off-site work, and agree and document supply and maintenance arrangements in accordance with legal and organisational

ELEMENT	PERFORMANCE CRITERIA
	requirements 1.5 Confirm supervisory and performance management arrangements and agree to requirements for any on-site work, meetings or events in accordance with off-site work policy and practices
2. Organise off-site work environment	2.1 Identify requirements for a safe, effective off-site work environment in consultation with management 2.2 Obtain equipment and technology for off-site work environment in accordance with work agreement 2.3 Arrange off-site work environment in accordance with work health and safety (WHS) requirements and work agreement
3. Plan off-site work schedules	3.1 Establish work objectives and priorities in consultation with management 3.2 Analyse and incorporate work requirements into personal work schedules 3.3 Identify factors affecting achievement of work objectives and address contingencies in work schedules
4. Complete off-site work	4.1 Complete or revise work schedules in accordance with organisational requirements 4.2 Schedule and attend on-site work, meetings or events in accordance with organisational requirements 4.3 Seek assistance regarding breakdowns in work arrangements, equipment or technology and adjust work schedules in accordance with organisational requirements 4.4 Ensure work practices meet WHS requirements and terms of the work agreement
5. Monitor and improve off-site work performance	5.1 Monitor personal performance against work requirements and schedules and identify any areas for improvement 5.2 Obtain feedback from colleagues and clients, and analyse in context of personal and organisational objectives 5.3 Evaluate off-site work processes and systems for their usefulness in assisting work outcomes and make recommendations for improvement in accordance with organisational requirements 5.4 Negotiate changes to off-site work practices and implement in accordance with organisational requirements and work agreement

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 1.5, 2.2, 2.3, 4.1-4.4, 5.2-5.4	Interprets information from a range of sources to determine organisation's procedures, own work goals and objectives
Writing	1.3-1.5, 2.1, 3.1-3.3, 4.1-4.3, 5.2-5.4	Prepares reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	1.3-1.5, 2.1, 3.1, 4.3, 5.2, 5.4	- Explains ideas clearly using appropriate vocabulary and features - Uses listening and questioning techniques to seek information and confirm understanding
Navigate the world of work	1.1-1.5, 2.3, 4.4	- Understands nature and purpose of own role and associated responsibilities - Takes personal responsibility for following explicit and implicit policies, procedures and legislative requirements
Interact with others	2.1, 3.1, 4.3, 5.4	- Consults with others to ensure workplace is safe and seeks assistance when required - Collaborates and cooperates with others to negotiate acceptable outcomes
Get the work done	1.1, 1.4, 1.5, 2.1-2.3, 3.1-3.3, 4.1-4.3	- Organises work priorities and arrangements to meet deadlines - Identifies and solves routine problems - Identifies and uses appropriate equipment and technology for requirements of the task

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBWOR302 Work effectively as an off-site worker	BSBWOR302A Work effectively as an off-site worker	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWOR302 Work effectively as an off-site worker

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Performance Evidence

Evidence of the ability to:

- negotiate off-site working arrangements
- identify and consider appropriate legal and organisational requirements that impact the business agreement
- plan personal work schedule
- monitor and improve own work performance in accordance with organisational requirements
- make recommendations for own work improvement according to organisational requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the key requirements of legislation, codes of practice and national standards relevant to off-site workers
- outline ethical and security issues relating to off-site work
- summarise roles and responsibilities of off-site worker/s, supervisor/s and the organisation
- list barriers to successful off-site working and describe ways to address them.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability - workplace effectiveness field of work and include access to:

- office equipment and resources
- workplace documentation relevant to off-site workers

- legislation, regulations and standards for off-site workers
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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