



Australian Government

FBPOPR2071 Provide and apply workplace information

Release: 2

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Modification History

Release	Comments
Release 2	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 6.0.
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to provide and apply workplace information in a processing context.

This unit applies to individuals who work under general supervision and exercise limited autonomy.

All work must be carried out to comply with workplace procedures according to state/territory health and safety, environmental regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Operational (OPR)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Provide and apply information to suit workplace and audience	1.1 Identify information requirements for work operations 1.2 Collect and assess required information 1.3 Select and structure information in a logical way to convey

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<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
requirements	meaning to others 1.4 Use appropriate methods to communicate effectively with others
2. Respond to information requests	2.1 Process information requests promptly and courteously 2.2 Apply effective listening and verbal communication skills to obtain information 2.3 Clarify the nature of requests 2.4 Provide appropriate information in response to requests 2.5 Provide information in a form appropriate to the enquirer 2.6 Refer requests to appropriate personnel where they fall outside area of responsibility
3. Use and maintain workplace information	3.1 Access a range of information sources to support work requirements 3.2 Record information in appropriate formats according to workplace reporting requirements 3.3 Interpret information to inform work requirements 3.4 Apply effective listening and verbal communication to exchange information

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Interpret basic directions and instructions
Writing	Use paper-based and electronic proformas to record and store basic workplace information and data

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPOPR2071 Provide and apply workplace information Release 2	FBPOPR2071 Provide and apply workplace information Release 1	Foundation Skills updated Clarification about traceability and recall added to Knowledge Evidence	Equivalent

Links

Companion Volume Implementation Guides are found in VETNet: -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>

Assessment Requirements for FBPOPR2071 Provide and apply workplace information

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has effectively provided and applied workplace information on at least one occasion, including:

- identifying and accessing information to undertake work responsibilities
- ascertaining or clarifying information requirements by asking questions
- preparing and presenting simple written or verbal presentations that structure and present information in a logical sequence
- working effectively with others to achieve work outcomes
- respecting and, where appropriate, representing the views of others
- recording information in required format.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- communication channels, including consultative arrangements established in the workplace
- common colloquial and technical terms relating to work function
- sources of information and advice relating to work responsibilities
- methods and technologies used to access, record and store workplace information, including print, and screen-based systems as relevant to the workplace
- presentation techniques to convey information on a range of typical workplace subjects appropriate to the audience
- recognition of different personal communication styles and appropriate communication options

- recognition of cultural diversity as appropriate in the workplace
- reporting roles and responsibilities
- traceability and recall information and requirements
- interpersonal skills, including active listening, questioning, seeking and responding to feedback
- basic meeting procedures to identify and achieve meeting/discussion outcomes.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents a real workplace
- resources, equipment and materials:
 - advice on work roles and responsibilities
 - typical workplace information
 - standard forms and equipment for recording workplace information, as required.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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