



Australian Government

Department of Education, Employment and Workplace Relations

FDFSUG308A Analyse and convey workplace information

Release: 1

FDFSUG308A Analyse and convey workplace information

Modification History

New Unit based on *SUGAECWE3A Analyse and convey workplace information*.

Unit Descriptor

This unit describes the outcomes required to analyse and interpret information. It also involves preparing and presenting information to others. The presentation component of this unit supports the communication requirements for delivering workplace training.

Application of the Unit

This unit has application in the sugar milling industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

There are no pre-requisite units for this competency standard.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Manage information	1.1 Information requirements are identified 1.2 Information systems are used to store, retrieve and update information 1.3 Consultative processes are used to collect and convey information 1.4 Methods used to collect, store, retrieve and convey information are reviewed and improved
2 Analyse information	2.1 Information is stored and collected in a format suitable for analysis and interpretation 2.2 Information collection is timely and relevant to the needs of individuals and teams 2.3 Information is collected, analysed and interpreted
3 Present information	3.1 Information is effectively communicated to individuals and groups 3.2 Communication takes into account social and cultural differences

Required Skills and Knowledge

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

Required skills include:

Ability to:

- facilitate consultative processes
- use information storage and retrieval systems to access store and update information
- select appropriate methods to communicate with different audiences in the workplace
- collect information in appropriate format
- analyse and interpret information
- select appropriate presentation methods to convey information for different purposes
- structure information in a logical sequence
- recommend improvements to information management practices

Required knowledge include:

Knowledge of:

- information recording, storage and retrieval systems
- consultative and group processes
- data collection and analysis techniques as required
- meeting procedures
- presentation techniques

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	Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of ability to: • exchange work-related information • ask questions to inform work practice • apply work information to work practice.
Context of and specific resources for assessment	Assessment must occur in a real or simulated workplace where the assessee has access to: • Opportunities to interact with others using typical workplace communication processes • Typical group forums which can include work groups and committees • Typical workplace information • Standard forms and equipment (as required) for recording workplace information • Information storage and retrieval systems
Method of assessment	Other units of competency relevant to the work role should be assessed in conjunction with this unit.
Guidance information for assessment	To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Policies and procedures	Work is carried out in accordance with company policies and procedures, manufacturer's recommendations, legislative requirements, codes of practice and industrial awards and agreements.
Codes of Practice	Codes of practice include the Sugar Milling Operations Industry Code of Practice.
Communication content	Subjects for communication may be of a general, procedural or technical nature. They can also include providing feedback to individuals on work performance and discussing issues which may be of a sensitive and/or confidential nature.
Communication language	Every day workplace language is used. This may include technical terms.
Communication systems	Communication systems reflect the culture of the workplace and the workforce
Communication processes	Interactive communication processes include active listening, constructive feedback, negotiation and conflict resolution.
Workplace information	Information may be presented verbally, in written and screen-based forms. It can also include technical drawings, diagrams and graphs.
Data analysis	Data analysis can include techniques appropriate to work responsibilities such as statistical analysis, troubleshooting and problem solving and planning
Teamwork	Work may require the ability to work within a team environment.
Group processes	Group processes may include formal meeting procedures and informal group processes.

Unit Sector(s)

Sugar Milling