



Australian Government

Department of Education, Employment and Workplace Relations

FPPREL210A Contribute to effective working relationships

Release: 1

FPPREL210A Contribute to effective working relationships

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the outcomes required to contribute to effective working relationships in the pulp and paper industry

General legislation, regulatory, licensing and certification requirements applicable to this unit are detailed in the range statement

Application of the Unit

Application of the unit

This unit applies to operators who contribute to effective working relationships in the pulp and paper industry. This work typically involves complex integrated equipment and continuous operations

This unit generally applies to those who:

- communicate with others in course of work
- contribute to teamwork and work standards, and
- resolve conflicts

to meet safety, quality and productivity requirements

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills 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. Communicate with others in course of work | <ul style="list-style-type: none">1.1. Others are communicated with in course of work within Occupational Health and Safety (OHS) regulations, environmental and safe working requirements/practices, Standard Operating Procedures (SOP), and housekeeping requirements1.2. Instructions are attended to, interpreted and implemented1.3. Effective reading and listening skills are demonstrated1.4. Questions are used to gain additional information1.5. Verbal and written communication with others in the performance of duties is clear and precise and follows established communications practice1.6. Misunderstandings in communications are avoided using appropriate confirmation techniques1.7. Various forms of non-verbal communication are appropriately used when working and communicating with others in the course of duties |
| 2. Contribute to teamwork and work standards | <ul style="list-style-type: none">2.1. Teamwork and work standards are contributed to within OHS regulations, environmental and safe working requirements/practices, SOP, and housekeeping requirements2.2. Work is carried out individually and in association with others in accordance with established performance standards2.3. Assistance and encouragement is provided to others in workplace activities2.4. Feedback on work performance is acknowledged, discussed and acted upon2.5. Personal skills and knowledge are developed through training and other means to ensure an effective contribution to work activities2.6. Employment conditions are known, understood and followed2.7. Individual rights and responsibilities are known, understood and fulfilled, including allowance for any cross cultural differences and differences in personal interests, beliefs and lifestyles |

ELEMENT**PERFORMANCE CRITERIA**

	2.8. Appropriate action is taken to avoid and prevent harassment of others
3. Resolve conflicts	3.1. Conflicts are resolved within OHS regulations, environmental and safe working requirements/practices, SOP, and housekeeping requirements
	3.2. Conflict situations are recognised and appropriate assistance is sought to resolve the conflict with the personnel involved in accordance with company procedures
	3.3. An appropriate contribution is made to action to solve conflicts by actively participating in conflict resolution procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the skills and knowledge required for this unit.

Required skills

- Uses required forms of communication in contributing to effective relationships
- Reads and interprets required documentation, procedures and reports
- Listens to and interprets verbal instructions and information concerning work activities
- Interprets and applies established communication practices
- Accesses, navigates and enters computer-based information
- Identifies and actions problems within level of responsibility
- Identifies interpersonal problems that may arise and takes appropriate action to resolve identified problems
- Takes action to avoid discrimination and harassment and reports any incidents in accordance with policies and regulations

Required knowledge

- Procedures, regulations and legislative requirements relevant to contributing to effective relationships including OHS, environmental including relevant sustainability requirements/practices, SOP, isolation procedures, safe working requirements, risks and hazard identification and housekeeping
- Relevant forms of communication
- Basic communication techniques, including barriers to effective communication

REQUIRED SKILLS AND KNOWLEDGE

and how to overcome them

- Conflict resolution and mediation strategies and techniques
- Basic problem-solving techniques consistent with level of responsibility
- Anti-discrimination and harassment policies and regulations
- Industrial award requirements related to personnel responsibilities, obligations and entitlements
- Instructions and procedures for social behaviour and emergency situations
- Principles of effective interaction with co-workers, including recognising differences, active promotion of anti-discrimination and avoidance of harassment

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

Evidence should be relevant to the work. It should satisfy the requirements of the elements and performance criteria and include consideration of:

- the required knowledge and skills tailored to the needs of the specific workplace
- applicable OHS regulations, environmental and safe working requirements/practices, SOP and housekeeping requirements
- applicable aspects of the range statement
- practical workplace demonstration of skills in contributing to effective working relationships

Context of and specific resources for assessment

A workplace assessment must be used to assess:

- the application of required knowledge on the job
- the application of skills on the job, over time and under a range of typical conditions that may be experienced in contributing to effective working relationships

Access to the full range of equipment involved in contributing to effective working relationships in a pulp or paper mill is required

Method of assessment

A combination of assessment methods should be used. The following examples are appropriate for this unit:

- observation of applied skills and knowledge on the job
- workplace demonstrations via a mock-up or simulation that replicate part/s of the job
- answers to written or verbal questions about specific skills and knowledge
- third-party reports from relevant and skilled personnel
- written evidence e.g. log sheet entries, checklist entries, test results

Assessment processes and techniques must be culturally appropriate and in keeping with the language

EVIDENCE GUIDE

and literacy capacity of the learner and the work being performed. This includes conducting an assessment in a manner that allows thoughts to be conveyed verbally so that the learner can both understand and be understood by the assessor (e.g. use plain English and terminology used on the job)

A holistic assessment with other units relevant to the pulp and paper industry, mill and job role is recommended

Additional information on approaches to assessment for the pulp and paper industry is provided in the Assessment Guidelines for this Training Package

Range Statement

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.

- | | |
|--|--|
| Legislation, regulatory, licensing and certification requirements may include: | <ul style="list-style-type: none"> • OHS and environmental requirements (local, state and commonwealth) • Australian equal employment legislation and related policies • relevant international labour conventions and measures |
| Documentation, procedures and reports may include: | <ul style="list-style-type: none"> • SOP • quality procedures • environmental sustainability requirements/practices • enterprise policies and procedures • equal employment policies and regulations • work and safety signs and symbols • oil or chemical spills and disposal guidelines • plant isolation documentation • safe work documentation e.g. plant clearance, job safety analysis, permit systems |

RANGE STATEMENT

Actions may include:

- process adjustments
- reporting to authorised person
- rectifying problem within level of responsibility

Communications may include

interaction with:

- internal/external customers and suppliers
- team members
- production/service co-ordinators
- maintenance services
- operational support personnel
- operational management
- statutory authorities

Communication problems may include:

- misunderstanding
- limited ability of others to communicate in english
- noisy environments or situations
- illegible writing or print
- use of non-standard terms
- incorrect assumption that message has been received and/or correctly understood

Forms of communication may include:

- written e.g. log books, emails, incident and other reports, run sheets, data entry
- reading and interpreting documentation e.g. SOP, manuals, checklists, drawings
- verbal e.g. radio skills, telephone, face to face, handover
- non-verbal e.g. hand signals, alarms, observations
- signage e.g. safety, access

Unit Sector(s)

Not Applicable