



Australian Government

MSMPCI101 Adapt to work in industry

Release: 1

MSMPCI101 Adapt to work in industry

Modification History

Release 1. Supersedes and is equivalent to MSAPCI101A Adapt to work in industry

Application

This unit covers the fundamental knowledge and skills needed to adapt to the workplace when taking up employment within the manufacturing industry. It includes following industry and workplace guidelines and procedures in a day-to-day work context, as well as appropriate work behaviour.

This unit applies to learners seeking practical skills that are relevant and useful to the area in which the learner hopes to gain employment, is currently working, and/or as a pathway to further study.

This unit applies to a learning and assessment environment where access to normal production operations is not available. Typically this will be a VET in Schools delivery environment but it may be another simulated or trial manufacturing environment where a high degree of supervision exists. Students may be on work placement.

The unit has application in qualifications for all occupations in the manufacturing industry and it should be regarded as an integrating unit. When delivered/assessed as part of a qualification, this unit must be customised to ensure its relevance to the real or simulated work activities and related workplaces.

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

Pre-requisite Unit

Nil

Competency Field

Manufacturing pathways

Unit Sector

Elements and Performance Criteria

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1	Manage own	1.1	Consider and articulate own personal goals or vision
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learning		1.2	Identify opportunities for learning new ideas and techniques in relation to personal goals
		1.3	Recognise personal learning needs and skill gaps
		1.4	Identify opportunities for skills development activities in liaison with relevant personnel
		1.5	Access and apply learning tools and practices to the job
		1.6	Take advantage of on-the-job and off-the-job learning opportunities
2	Adapt to and demonstrate appropriate work practice	2.1	Identify and interpret work requirements with advice from appropriate persons
		2.2	Use appropriate dress and behaviour in the workplace
		2.3	Identify and balance work and personal priorities
		2.4	Apply time management strategies to work duties
		2.5	Tailor interactions with others to take into account different backgrounds, cultures and languages
3	Work within organisational requirements	3.1	Identify organisational requirements and key activities of the workplace
		3.2	Identify and apply relevant workplace policies and guidelines to work undertaken, including work health and safety (WHS) requirements
		3.3	Interpret the range of organisational values and cultural norms
		3.4	Discuss and clarify any uncertainties with key personnel
4	Identify the sectors of the industry	4.1	Identify the main sectors of the manufacturing industry, their key activities and the way in which they interrelate
		4.2	Clarify the roles and responsibilities of the manufacturing industry
		4.3	Identify key industry representatives and their roles

		4.4	Identify current issues or events impacting on the industry
5	Identify industry sector products and services	5.1	Identify the products provided by the industry sector
		5.2	Identify the services provided by the industry sector
		5.3	Identify appropriate standards of service across the industry sector
		5.4	Clarify quality standards for products and services as identified by the industry

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Skill gaps	Skills gaps relevant to work place requirements include one or more of the following: - physical capacity skills - workplace technology skills, such as business equipment, computer technology, machinery, hand tools, and security systems - numeracy and literacy skills - customer service skills - communication skills, such as listening and understanding, speaking clearly/directly, reading and writing - technical skills
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Skill development activities	Skill development activities include one or more of the following:
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- information technology (IT) courses
- human resources programs
- coaching and mentoring programs
- having the chance to learn a new task or to operate a new piece of equipment or workplace technology
- participating in external or internal training programs
- guided workplace experience

Learning tools and practices

Learning tools and practices include one or more of the following:

- note taking
- reviewing manuals and training guides
- discussion
- practice
- observation
- trial and error
- a combination of any of these

On-the-job opportunities

On-the-job opportunities include one or more of the following:

- filling in for a co-worker in a new area
- attending talks or seminars arranged by the workplace
- shadowing another co-worker in a different area
- receiving on-the-job training and supervised practice

Off-the-job opportunities

Off-the-job opportunities include one or more of the following:

- taking a course with a training provider
- attending conferences or seminars
- attending site visits with a supervisor
- participating in workplace social events
- participating in community events

Appropriate dress and behaviour

Appropriate dress and behaviour includes:

- personal dress and presentation
- demeanour and attitude displayed to customers and fellow employees

Time management

Time management strategies include one or more of the

strategies

following:

- being punctual
- goal setting
- balancing work and personal priorities or agendas
- prioritisation of required tasks or activities
- planning daily or weekly work
- overcoming procrastination
- dealing with interruptions (contingency planning)
- organising own work environment

Organisational requirements

Organisational requirements include:

- organisational policies and guidelines
- common organisational practices
- performance plans
- WHS policies, procedures and programs

Workplace policies and guidelines

Workplace policies and guidelines include, but are not limited to:

- attendance
- punctuality
- standards for health and fitness
- obeying orders
- confidentiality
- dress codes
- alcohol and drug restrictions
- personal safety and duty of care related to WHS
- terms and conditions of employment

Organisational values

Organisational values include one or more of the following:

- innovation
- community responsibility
- environment responsibility

Cultural norms

Cultural norms include:

- manners
- meanings specific to the language of the workplace
- history

- workplace etiquette

Main sectors of the industry

Main sectors of industry include:

- textiles, clothing and footwear
- furniture
- chemical manufacturing
- plastics and rubber products manufacturing
- maintenance and engineering
- manufacture of glass or concrete products

Roles and responsibilities of the industry

The roles and responsibilities of the industry include:

- providing quality products and services
- providing quality customer service
- providing proper training to those in the industry

Key industry representatives

Key industry representatives include:

- industry associations
- enterprises
- unions
- legislative bodies

Current issues or events include

Current issues or events include:

- economic
- environmental
- political
- technological
- supply and demand

Industry products

Industry products are the outcomes of manufacturing processes and include one or more of the following:

- clothing and footwear
- concrete and glass products
- tyres and plastic car components
- electronic components
- metal products

Industry services

Industry services include one or more of:

- customer support
- product advice
- health and diet advice
- delivery services
- consulting services
- warranties and/or guarantees

Service standards

Service standards include one or more of the following:

- developing and maintaining product and service knowledge
- identifying customer needs and expectations correctly
- meeting reasonable needs and request of customers within acceptable time frames
- taking opportunities to enhance the quality of products and services
- dealing with conflict situations
- responding to customer complaints
- maintaining a positive and cooperative manner
- establishing relationships with customers
- following appropriate hygiene and safety procedures
- referring difficult complaints to appropriate persons

Quality standards

Quality standards include one or more of the following:

- consistency standards
- quality specifications
- time requirements
- meeting customer requirements

Unit Mapping Information

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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

Assessment Requirements for MSMPCI101 Adapt to work in industry

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and demonstrate the ability to:

- consistently apply required knowledge and skills when adapting to different workplace requirements, contexts and environments
- follow workplace work health and safety (WHS) and environmental protection procedures and responsibilities
- consistently follow relevant workplace procedures, policies, instructions and regulations, including relevant manufacturer's guidelines relating to the operation and use of equipment
- complete work systematically with required time management and attention to detail without damage to goods, equipment or personnel
- recognise limitations, ask for help and seek clarification or information about work requirements and procedures
- take prompt action to report and/or rectify any workplace problems in accordance with workplace procedures
- recognise and adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- identify and interpret information on sectors in the manufacturing industries
- articulate own goals and vision and identify skills gaps and ways they may be addressed
- identify and interpret information on the range of products and services produced by manufacturing industries
- identify and take advantage of learning opportunities in the workplace
- use literacy skills in regard to written and verbal communication in the workplace
- use basic interpersonal and communication skills, including listening and questioning and receiving feedback
- use workplace technology skills where appropriate or required.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- current events, activities, products and services of the manufacturing industry
- workplace policies, procedures and guidelines
- time management strategies and appropriate workplace etiquette

- workplace equipment, tools and other technologies used in the manufacturing industry and where and how to obtain information and instructions on their safe use and basic care and servicing
- sources of information on the industry sector and skills development activities.

Assessment Conditions

- Assessment must occur in a simulated environment or a workplace.
- This unit must always be assessed in holistically in conjunction with other units of competency that form part of a specified job function.
- Foundation skills are integral to competent performance of the unit and should not be assessed separately.
- Performance must be demonstrated consistently over a period of time and for a range of manufacturing contexts.
- Assessors must:
 - satisfy the Standards for Registered Training Organisations 2015 assessor requirements
 - have vocational competency in the manufacturing industry at least to the level being assessed, with broad industry knowledge and experience, usually combined with a relevant industry qualification
 - be familiar with the current skills and knowledge used and have relevant, current experience in the manufacturing industry.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>