



Australian Government

MSMPCI102 Apply effective work practices

Release: 1

MSMPCI102 Apply effective work practices

Modification History

Release 1. Supersedes and is equivalent to MSAPCI102A Apply effective work practices

Application

This unit of competency covers the knowledge and skills needed to apply effective work practices in an industry. It includes planning, organising and completing work, communicating effectively, working with others, solving problems and adapting to change.

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.

This 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 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

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|---|-----------------------------------|-----|---|
| 1 | Plan, organise and complete daily | 1.1 | Identify and interpret work instructions and priorities in consultation with supervisor |
|---|-----------------------------------|-----|---|

work		1.2	Determine and map out an appropriate work plan or daily routine
		1.3	Determine, collect and organise materials, resources and information needed to complete work, including work health and safety (WHS) requirements
		1.4	Complete work tasks within designated timelines, quality standards and instructions
2	Communicate effectively	2.1	Identify appropriate lines of communication with supervisors, colleagues and customers
		2.2	Use effective communication skills and numeracy skills to gather and convey information
		2.3	Demonstrate appropriate non-verbal behaviour and communication
3	Work with others	3.1	Identify work roles of self and others in the workplace
		3.2	Undertake individual responsibilities and duties in a positive manner and in a range of situations to promote cooperation and good relationships
		3.3	Respect customers and colleagues who have diverse backgrounds
4	Use workplace technology	4.1	Select appropriate workplace technology and use according to workplace and manufacturer guidelines and instructions
		4.2	Inspect workplace technology to ensure it is not damaged and is working properly and take precautions to reduce risks
		4.3	Take appropriate action when problems with workplace technology occur
		4.4	Care for workplace technology according to workplace and manufacturer guidelines and instructions

5	Solve work problems	5.1	scope of individual responsibility to rectify them
		5.2	Ask for assistance from key personnel when appropriate
		5.3	Report workplace problems, as required, using appropriate workplace procedures
6	Adapt to change	6.1	Identify, clarify and adapted to new work requirements or situations
		6.2	Consider and apply possible practical or creative options to deal with workplace challenges
		6.3	Demonstrate a willingness to be open to and trial new ideas and techniques

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.

Work instructions Work instructions include one or more of the following:

- job sheets
- patterns
- plans
- drawings
- designs
- verbal directions
- customer orders

Effective communication Effective communication skills include one or more of the following:

- listening and understanding

skills

- speaking clearly and directly
- reading independently
- writing to audience needs
- group interaction
- the chain of command in which to report
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting
- routine written reporting
- participation in routine meetings in the workplace
- basic recording of discussions

Numeracy skills

Numeracy skills are those which related to the job or specific task and involve the operations of multiplication, division, addition, subtraction, percentages and/or fractions, and include those related to one or more of the following:

- estimates of the quantities of materials and resources required to complete a work task
- money (e.g. cost, invoices and change)
- volume
- weight
- time
- length and distance
- speed
- area
- perimeter

Diverse backgrounds

Diverse backgrounds include, but are not limited to, one or more of the following:

- ages
- genders
- culture
- personal values or beliefs
- race
- religion
- political persuasion

Workplace technology

Workplace technology includes one or more of the following:

- business equipment, such as fax machines, telephones, photo

- copiers, cutting machines, cameras and voice recorders
- computer technology, such as laptops, PCs, digital cameras, zip drives, modems, scanners and printers
- other technology, such as machinery, hand tools, lifts and security systems

Workplace technology precautions

Workplace technology precautions include, one or more of the following:

- routine checking of equipment
- regular back-ups of data
- keeping a log book of detected faults
- checking that repairs have been carried out
- using appropriate clothing

Appropriate actions Appropriate actions include one or more of the following:

- contacting a supervisor, manager
- contacting the manufacturer
- contacting a service provider
- reporting and documenting the problem

Key personnel

Key personnel include one or more of the following:

- supervisor
- manager
- fellow colleagues
- team members

Workplace procedures

Workplace procedures include, but are not limited to, one or more of the following:

- organisational policies and guidelines
- common organisational practice
- performance plans
- WHS policies, procedures and programs
- relevant legislative requirements in areas such as WHS, privacy, anti-discrimination, environmental protection and trade practices
- relevant licence requirements and related regulations

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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 MSMPCI102 Apply effective work practices

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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:

- plan a daily routine to complete required workplace tasks
- follow workplace work health and safety (WHS) and environmental protection procedures and responsibilities
- apply relevant workplace procedures, policies, instructions and regulations
- identify and correctly use equipment, tools and other technology required to complete workplace tasks
- complete work systematically with required time management and attention to detail without damage to goods, equipment or personnel
- complete work activities in collaboration with others in accordance with instructions, procedures and applicable regulations
- work cooperatively and collaboratively with others to complete tasks
- apply relevant ethical practices and codes of practice in the course of work activities
- 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
- 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
- adapt and modify activities depending on differing workplace contexts and environment
- carry out calculations that are required when completing work tasks, including the four basic mathematical operations
- keep required records of workplace activities
- apply relevant industrial or other legislative requirements.

Knowledge Evidence

Must provide evidence that demonstrates knowledge of:

- workplace procedures, policies and instructions

- workplace structures and the roles and responsibilities of individuals and team/group members
- typical problems in the workplace and appropriate action and solutions
- systems and equipment used in the workplace and the instructions, processes and precautions for their use
- basic principles of teamwork in the workplace.

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:
 - as a minimum, 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.

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