

# RTC2705A

## Unit Descriptor

### Unit Sector

# Work effectively in the industry

Work effectively in the industry

No sector assigned

| ELEMENT                                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Obtain information about the industry         | <p>1.1 <b>Sources of information</b> about the industry are correctly identified and accessed.</p> <p>1.2 Information to assist effective and safe work performance within the industry is collected.</p> <p>1.3 Specific information on sector of work is obtained and updated.</p> <p>1.4 Industry and OHS information is correctly applied to day-to-day work activities.</p> <p>1.5 Employment <b>terms and conditions</b> are defined.</p> <p>1.6 Career pathways within the industry are identified.</p>                                                                                                                                  |
| 2. Observe employment requirements               | <p>2.1 <b>Industry developments</b> are used in workplace context to improve quality, productivity and conditions.</p> <p>2.2 Work practices comply with Codes of Practice and workplace expectations.</p> <p>2.3 Faults and abnormalities in workplace practices are recognised and remedial <b>action</b> is taken to enterprise requirements.</p> <p>2.4 Dress and personal requirements comply with workplace standards.</p> <p>2.5 Punctuality in work attendance is observed.</p> <p>2.6 Employers expectations are met through completion of workplace routines and specific instructions within enterprise policies and procedures.</p> |
| 3. Accept responsibility for quality of own work | <p>3.1 Personal work space is kept in a well organised and safe condition, and is in accordance with relevant standards and policies.</p> <p>3.2 Workplace code of conduct is adhered to.</p> <p>3.3 Variations in the quality of service and/or products from required standards are detected and reported in accordance with workplace procedures.</p>                                                                                                                                                                                                                                                                                        |
| 4. Plan own work                                 | <p>4.1 Instructions are interpreted correctly and observed.</p> <p>4.2 <b>Factors affecting work requirements</b> are identified and appropriate action is taken.</p> <p>4.3 Work load is assessed and prioritised within allocated timeframes.</p> <p>4.4 The need for assistance to improve performance is communicated clearly to the appropriate person.</p>                                                                                                                                                                                                                                                                                |

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|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5. Promote workplace co-operation                  | 5.1 Responsibilities and duties are undertaken in a positive manner to promote co-operation and good relationships.<br>5.2 Co-operation with others is conducted in a courteous manner and is appropriate to culture, <b>special needs</b> and linguistic background and position in the organisation.<br>5.3 Problems and conflict are recognised and resolved, where possible, through personal communication and/or are referred to a supervisor, manager or employer for resolution.                                                                                                                                       |
| 6. Contribute to a productive work environment     | 6.1 Commitments to undertake work or assist colleagues/co-workers are fulfilled.<br>6.2 Information relevant to work is shared with colleagues/co-workers to ensure designated work goals are met.<br>6.3 Knowledge and skills are shared with colleagues/co-workers through conversations and meetings.<br>6.4 Contribution of individuals of different gender and social and cultural backgrounds is recognised and sought.<br>6.5 The principles of equal employment opportunity are observed and implemented.<br>6.6 Work is consistent with workplace standards relating to anti-discrimination and workplace harassment. |
| 7. Undertake an activity to workplace requirements | 7.1 Interpretation of work schedules is consistent with the schedule and tasks defined.<br>7.2 Knowledge and skills required for task are discussed with supervisors and co-workers.<br>7.3 Availability of materials and equipment are checked to ensure they are consistent with work schedules and the requirements of the tasks.<br>7.4 A daily schedule for completing <b>workplace activities</b> and allocated tasks including priorities, allocated start times, estimation of completion times and materials, equipment and assistance required for completion is decided upon.                                       |

## KEY COMPETENCIES

What processes should be applied to this competency standard? There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

| Key Competency                                  | Example of Application                                                                                       | Performance Level |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------|
| Communicating ideas and information             | Verbally with supervisor and others using enterprise terminology relating to work conditions.                | 1                 |
| Collecting analysing and organising information | Working effectively in the industry will require basic information to be gathered and organised accordingly. | 1                 |
| Planning and organising activities              | Working effectively in the industry requires limited planning and organising.                                | 1                 |
| Working with others and in teams                | Working effectively in the industry will require participation with others in a team.                        | 1                 |
| Using mathematical ideas and techniques         | Not Applicable.                                                                                              | -                 |
| Solving problems                                | Problems requiring simple solutions may arise.                                                               | 1                 |
| Using technology                                | Technology may be required to obtain and record information.                                                 | 1                 |

## RANGE STATEMENT

What information about the industry may be relevant to this standard?

Different sectors of the industry and the services available in each sector, relationship between sectors and other industries, industry working conditions including OHS hazards, legislation that affects the industry, industrial relations issues and major organisations, career opportunities within the industry, work ethic required to work in the industry and industry expectations of staff, and quality assurance.

What terms and conditions may be included in this unit?

Workplace agreements, relevant union bodies, relevant awards, employment contracts and workplace requirements and etiquette.

What legislation may be relevant to those working in the industry?

OHS, workplace relations, workers compensation, consumer protection and trade practices, duty of care, building regulations, hygiene, equal employment opportunity (EEO), and anti-discrimination.

|                                                                    |                                                                                                                                                                                     |
|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| How might industry developments be relevant?                       | Implications of technology changes on employment, industry environment, and changes in market conditions.                                                                           |
| What may be seen as factors affecting work requirements?           | Time and weather contingencies, other work demands                                                                                                                                  |
| What types of workplace change might be relevant to this standard? | Implementation of new work practices and services, enterprise restructuring, introduction of new technology or communication systems, and changes in staff numbers and individuals. |
| What can be defined as special needs?                              | People with a disability, children, elderly people, and people from non-English speaking background.                                                                                |
| What policies and procedures may be relevant to this standard?     | Quality system policies and procedures, environmental policies, OHS policies and procedures including accident reports, responsibilities and duties                                 |
| What workplace activities may be included in this unit?            | Daily routines, periodic routines and ad hoc activities.                                                                                                                            |
| What sorts of action may be relevant to this unit?                 | Reporting, rectifying faults, and prevention of damage.                                                                                                                             |
| What sources of information are relevant to this standard?         | Media, reference books, libraries, unions, industry associations, industry journals, internet sites, personal observation and experience.                                           |

## EVIDENCE GUIDE

### What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below:

- Industry/workplace awards and conditions.
- Employer's expectations.
- Relevant legislation and Codes of Practice applying to the industry.
- OHS policies and procedures.
- Workplace policies and procedures including those relating to quality systems.
- Emergency procedures.
- Organisational structure.
- Workplace communication channels.

### What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, some complementary skills are required. These skills include the ability to:

- Collate information on the industry.
- Observe employment requirements.
- Accept responsibility for quality of own work.
- Manage own work.
- Maintain safety of others.
- Promote workplace co-operation.
- Contribute to a productive work environment.
- Interpret work schedules.

### Are there other competency standards that could be assessed with this one?

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function.

### Essential Assessment Information

There is **essential information about assessing this competency standard for consistent performance and where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to both the **Assessment Guidelines** and the relevant **Sector Booklet**.