



Australian Government

PPMREL210 Contribute to effective working relationships

Release: 1

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Modification History

Release	Comment
1	Replaces equivalent unit FPPREL210A Contribute to effective working relationships, which was first released with FPP10 Pulp and Paper Manufacturing Industry Training Package Version 1.0. This is the first release of this unit in the new standards format.

Application

This unit of competency describes the outcomes required to communicate effectively and resolve conflicts at work, in the pulp and paper industry

The unit applies to those operators who contribute to effective working relationships through teamwork and communication with others, in the pulp and paper industry.

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

Pre-requisite Unit

Nil

Unit Sector

Pulp and Paper Manufacturing

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.
1. Communicate with others in course of work	1.1. Communicate at work according to legislation and regulations, documentation and procedures and according to work health and safety (WHS) procedures, environmental procedures, standard operating procedures (SOP) and housekeeping requirements. 1.2. Demonstrate effective reading and listening skills.

ELEMENTS	PERFORMANCE CRITERIA
	1.3. Use questions to gain additional information. 1.4. Ensure verbal and written communication with others in the performance of duties is clear and precise and follows established communications practice. 1.5. Avoid misunderstandings in communications, by using appropriate confirmation techniques. 1.6. Use various forms of non-verbal communication when working and communicating with others, in the course of duties.
2. Contribute to teamwork and work standards	2.1. Carry out work individually and in association with others, according to established performance standards. 2.2. Provide assistance and encouragement to others in workplace activities. 2.3. Acknowledge, discuss and act upon feedback on work performance. 2.4. Develop personal skills and knowledge through training and other means to ensure an effective contribution to work activities. 2.5. Understand and follow employment conditions. 2.6. Identify and incorporate at the workplace, individual rights and responsibilities, including allowance for any cross cultural differences and differences in personal interests, beliefs and lifestyles. 2.7. Take appropriate action to avoid and prevent harassment of others.
3. Resolve and prevent conflicts	3.1. Recognise conflict situations and seek appropriate assistance to resolve the conflict with the personnel involved, according to company procedures. 3.2. Solve conflicts by actively participating in conflict resolution procedures. 3.3. Recognise and respond to communication problems in the workplace to prevent conflicts.

Foundation Skills

This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria.

Reading skills to:	read and interpret required documentation, procedures and reports.
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Range of Conditions

Not Applicable

Unit Mapping Information

FPPREL210A Contribute to effective working relationships

Links

Companion Volume implementation guides are found in VETNet -
<https://vetnet.gov.au/Pages/TrainingPackages.aspx/Pages/Home.aspx>

Assessment Requirements for PPMREL210 Contribute to effective working relationships

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1	Replaces equivalent unit FPPREL210A Contribute to effective working relationships, which was first released with FPP10 Pulp and Paper Manufacturing Industry Training Package Version 1.0. This is the first release of this unit in the new standards format. Assessment requirements now specify the performance and knowledge evidence, as well as assessment conditions for this unit of competency. These sections simplify and replace components used in the previous unit format, including 'Required Skills and Knowledge, Evidence Guide and Range Statement'.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must be able to provide evidence that they can:

- use effective verbal, non verbal and written skills in at least two of the following contexts in the work environment:
 - when engaged in team work
 - when directing others at work
 - in training sessions
 - when working with colleagues from diverse backgrounds
 - when receiving feedback on work performance
 - when engaged in conflict resolution and mediation
- demonstrate communication strategies with work colleagues that include listening skills, questioning and confirmation techniques
- identify and follow employment documentation, work procedures and performance standards that provide guidance for communication and resolving conflict at work
- listen and interpret verbal instructions and information concerning work activities
- identify interpersonal communication problems that may arise, including:
 - misunderstandings and assumptions
 - differing interpretations
 - language and comprehension difficulties
 - physical distractions including noise
 - unfamiliar terminology

- take appropriate action to resolve identified problems or conflict
- take action to avoid discrimination and harassment and report any incidents in accordance with policies and regulations.

Knowledge Evidence

A person competent in this unit must be able to demonstrate knowledge of:

- procedures, regulations and legislative requirements relevant to contributing to effective relationships including work health and safety (WHS), environmental including relevant sustainability requirements/practices, standard operating procedure (SOP), isolation procedures, safe working requirements, risks and hazard identification and housekeeping
- basic communication techniques, including barriers to effective communication and how to overcome them
- conflict resolution and mediation strategies and techniques suitable for the work environment
- basic problem-solving techniques consistent with level of responsibility
- procedures covering anti-discrimination and harassment policies and regulations
- industrial award requirements related to personnel responsibilities, obligations and entitlements
- instructions and procedures for social behavior and emergency situations
- procedures for effective interaction with co-workers, including recognising differences, active promotion of anti-discrimination and avoidance of harassment.

Assessment Conditions

The following resources must be made available:

- workplace documentation and procedures relevant to effective workplace communication
- relevant personnel for the purposes of communicating information

Competency is to be assessed in the workplace or in a productive environment that accurately reflects performance in a workplace.

Assessor requirements

Assessors must:

- hold the appropriate assessor competency standards as outlined in regulations; and
- be able to demonstrate vocational competencies at least to the level being assessed; and
- be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

Links

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