



Australian Government

PPMREL210 Contribute to effective working relationships

Release: 1

PPMREL210 Contribute to effective working relationships

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.

ELEMENTS	PERFORMANCE CRITERIA
	1.2. Demonstrate effective reading and listening skills. 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.education.gov.au/Pages/TrainingPackages.aspx/Pages/Home.aspx>