



Australian Government

Department of Education, Employment and Workplace Relations

SITTHPR301B Plan and organise daily work

Revision Number: 1

SITTHPR301B Plan and organise daily work

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and organise daily work activities. This involves the organisation of daily work tasks and work area maintenance with the ability to solve unforeseen problems in the workplace.

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

Application of the Unit

Application of the unit

This unit applies to individuals who work at a practical operational level, and need to undertake simple planning and organisation of their own work activities within established organisational guidelines.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Organise work schedules.	1.1 Interpret work schedule and define tasks. 1.2 Plan tasks, including routine and special tasks, according to workplace priorities, time required and time available. 1.3 Integrate <i>work activities</i> to achieve greater efficiency. 1.4 Inform team members and other relevant people of work schedules and requirements, where necessary.
2 Organise machinery, materials and equipment.	2.1 Identify required machinery, materials and equipment according to tasks and work schedule requirements. 2.2 Organise, order and obtain machinery, materials and equipment as required. 2.3 Establish sequence of use and preferred on-site positioning of machinery, materials, equipment and access ways.

ELEMENT	PERFORMANCE CRITERIA
3 Carry out work tasks.	3.1 Carry out work safely and effectively according to planned work schedules and with minimum inconvenience to customers and colleagues. 3.2 Follow organisational policies and procedures. 3.3 Complete routine tasks and accommodate unscheduled tasks, according to priorities established within the workplace and job role. 3.4 Meet organisational and legislative recording and reporting requirements.
4 Clean and maintain work area.	4.1 Maintain work area in clean and tidy state, clearing machinery and equipment of waste, according to organisational requirements. 4.2 Promptly remove spills, food, refuse or other potential hazards from floors and other surfaces. 4.3 Use, clean and maintain machines, tools and equipment according to manufacturer instructions, organisational policies and procedures and legislative requirements. 4.4 Check machinery, materials and equipment used for damage and faults and report on these according to established procedures. 4.5 Dispose of waste safely at regular intervals according to organisational procedures and in an environmentally responsible manner. 4.6 Safely store equipment and consumable materials after use.
5 Respond to problems as they arise.	5.1 Clearly identify nature of problems. 5.2 Find solutions to problems that maintain a quality outcome, minimise impact on work schedules and reflect accurate knowledge of products and processes used in the workplace.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

The following skills must be assessed as part of this unit:

- correct use of personal protective equipment
- cleaning techniques for premises, machines, tools and equipment
- organisational skills to conduct preparation and maintenance activities as a logical and time-efficient work flow
- communication and teamwork skills to liaise with other team members on work requirements
- literacy skills to complete routine workplace documentation and interpret work schedules and instruction documentation such as Material Safety Data Sheets(MSDS)
- numeracy skills to calculate the dilution requirements of cleaning products, to calculate water and fertiliser requirements and to estimate time requirements and time availability
- problem-solving skills to identify and respond to routine practical workplace challenges.

The following knowledge must be assessed as part of this unit:

- basic knowledge of workplace products and processes
- work organisation principles, including scheduling and priority setting
- OHS and legislative requirements related to daily work
- typical problems related to specific work areas, appropriate ways of avoiding them and suitable solutions
- typical cleaning and maintenance methods and schedules related to machinery, materials and equipment relevant to the work area
- the essential features of and safe practices for using common hazardous substances used during cleaning and maintenance activities and in particular substances used by the organisation e.g. cleaning, pest and disease control products
- the environmental impacts of cleaning premises and maintaining gardens and minimal impact practices to reduce these especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for waste and in particular for hazardous substances and plant materials that have a propensity to propagate weeds.

Evidence Guide

EVIDENCE GUIDE

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to plan and organise daily work for a variety of roles and contexts related to the particular job under typical workplace time constraints
- ability to work safely in compliance with OHS procedures
- ability to follow established procedures and interpret, understand and act on instructions
- ability to communicate effectively in the working environment.

Context of and specific resources for assessment

Assessment must ensure:

- access to all necessary equipment, tools and materials
- use of Material Safety Data Sheets (MSDS).

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation of the candidate carrying out daily work tasks in an organised manner
- problem solving exercises in prioritising work and dealing with unscheduled tasks or special projects
- projects to develop work plans and schedules
- direct observation of the candidate maintaining a clean and tidy workplace
- oral or written questions about safety issues, and maintenance of tools, equipment and materials
- review of portfolios of evidence and third party workplace reports of the candidate's on-the-job performance.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

EVIDENCE GUIDE

Guidance information for assessment

Employability skills embedded in this unit should be assessed holistically in the context of the job role and with other relevant units that make up the skill set or qualification.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Work activities may include:

- daily routines
- periodic routines
- ad hoc activities
- special projects.

Organisational policies and procedures may relate to:

- use of personal protective equipment during daily activities
- cleaning, tidying and checking of work area, including regularity
- using, maintaining and storing tools, machinery, materials and equipment
- disposal of waste materials, especially hazardous substances
- recycling appropriate waste materials
- presentation of public areas
- work schedules
- problem-solving
- work roles and responsibilities.

RANGE STATEMENT

- Finding solutions may relate to:***
- maintaining quality outcomes
 - minimising impact on work schedules
 - reflecting accurate knowledge of workplace products and processes
 - ensuring that solutions are consistent with workplace priorities and requirements
 - acknowledging commercial responsibilities and constraints.

Unit Sector(s)

Sector Tourism

Competency field

Competency field Holiday Parks and Resorts