



Australian Government

Department of Education, Employment and Workplace Relations

SITXQUA001A Contribute to workplace improvements

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to generate and propose ideas for improvements to workplace practices, services or products. It requires the ability to identify areas for improvement, generate appropriate ideas or solutions, and discuss and review their appropriateness.

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 describes a fundamental skill necessary to participate in making improvements to work practices, services or products within the service industries and applies to the full range of industry sectors and environments.

All personnel at all levels could apply this skill, but it does describe a basic operational function of minimal complexity.

The unit applies to frontline operational personnel who operate under close supervision and guidance from others during the normal course of their daily activities. They would apply little discretion and judgement because they operate within the predefined organisational procedures for their individual participation in work practices.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

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 Identify areas for improvement to work practices, services or products. | 1.1 Clearly identify own role in work practices and role of others. |
| | 1.2 Identify opportunities for improvements to work practices, services or products. |
| | 1.3 <i>Check and clarify</i> areas where improvements could be |

ELEMENT	PERFORMANCE CRITERIA made.
2 Generate ideas for improvement.	2.1 Generate a range of ideas or solutions. 2.2 Gather information relevant to ideas. 2.3 Review ideas for relevance and practicality. 2.4 Further develop suitable ideas based on information collection and review .
3 Discuss ideas with others.	3.1 Identify people who can contribute to the ideas for improvement to work practices, services or products. 3.2 Select appropriate communication methods for discussing ideas. 3.3 Share and discuss ideas, seek feedback and consider all opinions. 3.4 Review feedback, modify and further develop ideas in response to feedback.
4 Develop ideas for improvement.	4.1 Explore processes required to implement suggested improvements to work practices, services or products. 4.2 Present ideas for improvement to appropriate people.
5 Review process for proposing improvements.	5.1 Review process for developing, discussing and presenting ideas and identify how things could be done better.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the essential skills and knowledge and their level, required for this unit.

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

- ability to use creative thinking techniques to generate a range of innovative ideas
- observation skills
- basic skills in analysing work practices, services, products and positive and negative feedback
- basic research skills, including:
 - identifying sources of required information
 - questioning and active listening skills to elicit information
 - note taking
 - sorting and processing information
- creative thinking techniques
- written and oral communication skills for conveying ideas clearly and concisely
- basic presentation skills
- literacy skills to interpret written information relating to work practices, services and products
- ability to experiment with ideas and modify them according to feedback
- ability to relate to colleagues from a range of social, cultural and ethnic backgrounds and of varying physical and mental abilities and to listen to ideas and opinions of others with an open mind.

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

- work practices, services or products of the organisation
- organisational structure, own role and role of various personnel
- typical communication methods used within organisations
- typical evaluation and review procedures used within organisations.

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, the range statement and the Assessment

EVIDENCE GUIDE

Guidelines for this Training Package.

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

Evidence of the following is essential:

- project or work activities that show candidate's ability to observe work practices and analyse problems or areas where improvements could be implemented
- knowledge of own role, role of others and services and products offered by the organisation
- ability to develop a range of ideas for workplace improvements or solutions to problems
- ability to consult with others, seek feedback, modify ideas and present suggested improvements.

Context of and specific resources for assessment

Assessment must ensure:

- project or work activities that show candidates' ability to contribute to work improvements within operationally realistic service industry environments and within the context of the particular industry sector and business type in which they are working or seeking work
- access to and use of current information and data on work practices, services or products
- access to organisational policies and procedures that relate to work practices and the review and evaluation of organisational activities.

EVIDENCE GUIDE

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:

- evaluation of written reports prepared by the candidate on problems with work practices, services or products, including suggestions for improvements and methods for implementing the suggestions
- direct observation of the candidate discussing ideas with others and seeking feedback
- direct observation of the candidate presenting ideas and implementation suggestions to a group meeting
- project activities and problem-solving exercises to allow the candidate to identify work practice inefficiencies and problems and to generate a range of ideas or solutions
- written and oral questioning to assess knowledge of the work practices, services or products of the organisation, organisational structure, role of various personnel and typical communication methods used within organisations
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.
- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Assessing employability skills

Employability skills are integral to effective performance in the workplace and are broadly consistent across industry sectors. How these skills are applied varies between occupations and qualifications due to the different work functions and contexts.

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

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 in the performance criteria is detailed below.

Checking and clarifying areas for improvement may involve:

- observing problems
- observing inefficient work practices
- observing non-compliance with policies and procedures
- understanding current procedures and processes
- asking questions to ensure full understanding of work practices, services or products.

Generating a range of ideas may involve:

- talking to colleagues or supervisors
- considering how work practices are applied in other workplaces
- using brainstorming techniques
- visualising different ways of working
- developing checklists and plans.

Developing suitable ideas may involve:

- thinking through all aspects of ideas
- exploring processes, resources and time required to implement ideas.

People who can contribute may include:

- colleagues
- supervisors
- managers
- friends and family who work outside the organisation
- those who can challenge or support the ideas
- those who can provide technical knowledge on the viability of the ideas
- those who can fund or promote the implementation of the ideas.

RANGE STATEMENT

Communication methods may include:

- face-to-face discussions
- interviews
- telephone discussions
- email
- written correspondence, such as memos, letters and reports
- suggestion boxes and suggestion boards
- surveys and questionnaires
- newsletter contributions
- formal and informal meetings.

Seeking and considering feedback may involve:

- actively listening
- asking questions
- clarifying understanding
- accepting the opinions and ideas of others, especially those with cultural or special needs
- taking into account technical and OHS considerations and restrictions.

Exploring processes for implementation of ideas may involve:

- identifying all steps required to implement ideas for improvement
- seeking technical advice
- identifying physical and human resources required
- identifying how long it would take to make changes.

Reviewing process may involve identifying:

- communication problems that were encountered
- lack of access to appropriate information to develop ideas
- problems with own ability to present ideas and influence others
- aspects that worked well
- solutions for generation and presentation of future ideas.

Unit Sector(s)

Sector

Cross-Sector

Competency field

Competency field

Quality and Innovation