



Australian Government

TLIE3022 Complete workplace documents

Release: 2

TLIE3022 Complete workplace documents

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Performance Evidence
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to collect, prepare, analyse and process workplace documents in accordance with workplace requirements. It includes collecting, preparing, analysing and interpreting information, and completing documents.

Documents are completed as an integral part of routine work in the context of the workplace concerned.

Work is performed under minimal supervision, generally in a team environment.

Work involves the application of established communications principles and practices, and may include using local technical language and vocabulary in documents.

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

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Rail sector.

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Collect and prepare information	1.1	Purpose and audience for document are identified
		1.2	Appropriate document format is identified to meet organisational requirements
		1.3	Relevant information is collected for inclusion in document
		1.4	Active listening skills are applied when collecting information
		1.5	Questioning techniques are used to gain additional information and to clarify understanding
2	Interpret and analyse information	2.1	Relevant information is interpreted, analysed and collated as required for inclusion in document
		2.2	Draft is prepared as required in accordance with organisational procedures
3	Finalise workplace documents	3.1	Document is completed in accordance with organisational policies and procedures
		3.2	Document is edited and a final version appropriate to identified communication purpose is presented

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit Mapping Information

This unit replaces and is equivalent to TLIE3022A Complete workplace documents.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIE3022 Complete workplace documents

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying methods of analysis and interpretation for workplace documents
- applying relevant workplace procedures
- collecting relevant information for inclusion in workplace documentation
- reading and interpreting relevant instructions, procedures and information
- reporting and rectifying problems with workplace documentation
- working systematically with required attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- communications techniques, including active listening and effective questioning
- format and layout of documents and forms used in workplace activities
- issues that may occur when preparing and completing workplace documents, and actions that can be taken to resolve them
- methods used to analyse and interpret information to be included in workplace documents and forms
- organisational procedures and policies for completing workplace documents and forms.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training

Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools and equipment currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

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