



Australian Government

TLIL0012 Promote effective workplace practice

Release: 1

TLIL0012 Promote effective workplace practice

Modification History

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 promote effective workplace practice.

It includes contributing positively to the work team environment, observing and promoting work safety procedures, maintaining and promoting the wellbeing of workplace teams, and participating in competency development activities in accordance with legislative and workplace procedures.

Work is performed individually within a team environment may be required.

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

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Contribute positively to the work team environment

PERFORMANCE CRITERIA

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

- 1.1** Workplace objectives are identified, interpreted and promoted to appropriate personnel or work team members
- 1.2** Communication protocols with appropriate personnel or work team members are established

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| | 1.3 Disputes are resolved through effective negotiation with relevant individuals or groups |
| | 1.4 System improvement suggestions are encouraged, and proposals are submitted to appropriate personnel |
| 2 Observe and promote work safety procedures | 2.1 Relevant legislation and workplace requirements for work health safety (WHS)/occupational health and safety (OHS) are communicated to all personnel and implemented at all worksites |
| | 2.2 Accidents and injuries are reported and investigated in accordance with workplace policies and procedures |
| | 2.3 Potential hazards and safety risks are identified, investigated and recommendations for preventative action are referred to appropriate personnel |
| 3 Maintain and promote team wellbeing | 3.1 Prescribed medical and physical fitness criteria are promoted and maintained within the work environment |
| | 3.2 Situations threatening safety within the workplace are identified and reported to appropriate personnel |
| 4 Participate in competency development | 4.1 Competencies required by work team members are identified and training provided |
| | 4.2 Suitable formal and informal competency development programs and approaches are identified |
| | 4.3 Work team member skill gaps are identified and appropriate competency development activities are initiated |

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.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4033 Promote effective workplace practice.

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 TLIL0012 Promote effective workplace practice

Modification History

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Performance Evidence

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

- applying actions to minimise, control or eliminate identified hazards or safety risks
- applying relevant legislation and workplace procedures
- communicating effectively with appropriate personnel and work team members
- coordinating the promotion of safe work practices, competency enhancement and work practice improvements throughout work teams
- ensuring team members maintain the required level of medical and physical fitness
- leading and coordinating the activities of work teams
- interpreting and following relevant workplace policies and procedures
- settling disputes through negotiation.

Knowledge Evidence

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

- elements of workplace operations relevant to effective work practice, including:
 - communication and negotiation techniques and the benefits, advantages and disadvantages associated with them
 - competencies and skills required for workplace
 - dispute settlement processes
 - group work practices and group dynamics
 - organisational plans, goals and objectives
 - workplace work health and safety (WHS)/occupational health and safety (OHS) and physical fitness requirements and related policies
- problems that may occur during work activities and appropriate solutions
- relevant WHS/OHS legislation and workplace requirements
- workplace policies and procedures for promoting effective work practices.

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 where it is appropriate to do so; where this is not appropriate, assessment must occur 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 access to:

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

Links

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