



Australian Government

TLIL1001 Complete workplace orientation/induction procedures

Release: 2

TLIL1001 Complete workplace orientation/induction procedures

Modification History

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

- Minor amendment to PC 1.9.
- Assessment Conditions updated.

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 complete workplace orientation and induction procedures when commencing a new work role, in accordance with regulatory requirements and workplace operational policies and procedures.

It includes identifying major workplace areas in terms of functions, organisational structures and occupations, and organising and accepting responsibility for own workload.

It also includes applying ethical practices, receiving and acting constructively on personal feedback, participating in identifying and meeting own learning needs, and planning and organising a personal daily routine.

Workplace orientation and induction is completed to enable a worker to enter a workplace and to participate safely and effectively in workplace activities.

Work is performed under some supervision, generally within a team environment.

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 Identify and act on major workplace areas in terms of functions, organisational structures and occupations

2 Organise and accept responsibility for own workload

PERFORMANCE CRITERIA

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

- 1.1** Workplace layout, flow of materials and goods, and work activities conducted in each work area are identified
- 1.2** Workplace organisational structure and the relationship of each occupation and classification grouping to this structure are outlined
- 1.3** Types of workplace facilities, their purpose and potential risk factors are identified
- 1.4** Equipment and technology used in the workplace are outlined in terms of function and physical characteristics
- 1.5** Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties
- 1.6** Key internal and external customers and the workplace areas that serve them are identified
- 1.7** Workplace hazards are identified and related hazard minimisation procedures are followed
- 1.8** Relevant personal protective equipment (PPE) is identified and correctly used in accordance with regulations and workplace requirements
- 1.9** Workplace emergency procedures are identified and followed in real or simulated emergency situations
- 2.1** Priorities and deadlines are established in consultation with others (as appropriate) and recorded
- 2.2** Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected
- 2.3** Work is completed to the standard expected in the workplace and in accordance with any guidelines,

- directions or instructions
- 2.4** Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff
- 2.5** Additional support to improve work is communicated clearly to appropriate personnel
- 3 Apply ethical practices**
- 3.1** Workplace procedures, regulations and legislation appropriate to the position are identified and followed
- 3.2** Commitments and undertakings to clients, colleagues and supervisors are met
- 3.3** Required confidentiality is maintained
- 3.4** Appropriate codes of acceptable and ethical work practices are applied
- 3.5** Workplace security policies are identified, including their relationship to personal job role
- 4 Receive and act constructively on personal feedback**
- 4.1** Suggestions on ways to improve work are sought regularly from appropriate personnel
- 4.2** Feedback is acted upon, as required, to improve work performance
- 5 Participate in identifying and meeting own learning needs**
- 5.1** Workplace operations and equipment, and focus of the activity are identified
- 5.2** Organisational structure, career paths and training opportunities appropriate to the enterprise are identified
- 5.3** Steps are taken, in consultation with appropriate personnel, to identify own learning needs by assessing and planning future work requirements
- 5.4** Appropriate opportunities to learn and develop required competencies are undertaken, including establishing networks and working relationships with others
- 6 Plan and organise a personal daily routine**
- 6.1** Daily routine is planned to take into account rosters, industrial agreements and workplace procedures

- 6.2 Clarification of task requirements is sought as appropriate
- 6.3 Achievable time and other performance measures are agreed
- 6.4 Tasks are completed and variations to plan are identified and reported

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 TLIL1001A Complete workplace orientation/induction procedures.

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 TLIL1001 Complete workplace orientation/induction procedures

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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 precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- communicating effectively with others when completing workplace orientation and induction procedures
- completing documentation related to work activities
- demonstrating an understanding of the immediate management structure relating to the job role
- demonstrating an understanding of workplace structure and how it applies to the job role
- identifying and correctly using equipment, processes and procedures
- identifying workplace products and services and their features
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- reading and interpreting instructions, procedures, information and signs relevant to work activities
- selecting and using required personal protective equipment (PPE) conforming to industry, and work health and safety (WHS)/occupational health and safety (OHS) standards
- working collaboratively with others when completing workplace orientation and induction procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

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

- conditions of service, including employer and employee obligations under awards, employment contracts, WHS/OHS and other regulations in relation to engagement, working times and conditions, and dismissal and discipline arrangements
- customer service standards and procedures
- emergency response procedures
- PPE and instructions for its use
- site or workplace layout
- workplace documentation and record keeping procedures and requirements
- workplace hazards and related hazard minimisation procedures
- workplace procedures, standards and duty of care requirements, including WHS/OHS and environmental protection responsibilities
- workplace structures and the roles and responsibilities of team/group members.

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:

- relevant and appropriate materials, tools, equipment and PPE currently used in industry
- applicable documentation including legislation, regulations, codes of practice, workplace procedures and operation manuals.

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