



Australian Government

TLIL4033 Promote effective workplace practice

Release: 1

TLIL4033 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 in accordance with regulatory and workplace requirements, as part of work activities undertaken in the transport and logistics industry.

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

Work is performed individually but the ability to work 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 positively promoted to associated personnel and/or work team members
- 1.2 Communication with associated personnel and/or work team members is effectively established

- 1.3 Disputes are resolved through effective negotiation with relevant individuals or groups
- 1.4 Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals are submitted to relevant authorities
- 2 Observe and promote work safety procedures**
 - 2.1 Relevant statutory 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 policy
 - 2.3 Potential hazards and safety risks are identified, investigated and recommendations for preventative action are referred to appropriate authorities
 - 2.4 Training in WHS/OHS and First Aid are implemented
- 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 arising from physical/psychological incompatibility with the work environment are identified and resolved
- 4 Participate in competency development**
 - 4.1 Competencies required by work team members are identified
 - 4.2 Suitable formal and informal competency development programs and approaches are identified
 - 4.3 Work team member skill gaps are determined and appropriate competency development programs and approaches are initiated to address these gaps
 - 4.4 Workplace trainer and assessor requirements are identified and team members are supported to take on these roles

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4033A 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 TLIL4033 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 of the requirements of the elements and performance criteria on at least one occasion and include:

- applying fatigue management knowledge and techniques
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying principles of time management
- applying relevant legislation and workplace procedures
- communicating effectively with customers, associated personnel and all work team members when completing work activities
- completing relevant documentation
- coordinating the promotion of safe work practices, competency enhancement and work practice improvements throughout work groups
- counselling personnel on work related issues
- ensuring team members maintain the required level of physical fitness
- implementing contingency plans
- interpreting statistics related to workloads and quality assurance measures
- leading and coordinating the activities of multi-disciplinary work teams or specialist work groups
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading, interpreting and following relevant instructions, procedures and workplace publications
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- settling disputes through face-to-face and group-based negotiation
- 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 of the requirements of the elements, performance criteria and include knowledge of:

- documentation and reporting workplace requirements
- elements of workplace operations relevant to effective work practice, including
 - workplace corporate plans, goals and objectives and industrial relations
 - communication and negotiation techniques and the benefits, advantages and disadvantages associated with them
 - group work practices and group dynamics; corporate customer service objectives
 - workplace procedures related to recording customer enquiries and actions
 - dispute settlement processes
 - workplace WHS/OHS and physical fitness requirements and related first-aid policies
 - competencies and skills required for workplace career path levels
- operational work systems, equipment, management and site operating systems
- problems that may occur during work activities and appropriate action that can be taken to resolve these problems
- relevant regulations and codes of practice
- relevant WHS/OHS and environmental protection procedures and guidelines
- workplace procedures and policies for promoting effective work practices.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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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 include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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