



Australian Government

Department of Education, Employment and Workplace Relations

TLIG107C Work effectively with others

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the basic skills and knowledge required to work effectively with others in a workplace including contributing to determination of appropriate work roles, contributing to the planning of activities, and working with others to complete the activities.

Application of the Unit

Work is carried out in accordance with workplace procedures and relevant regulatory requirements.

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

Work involves the application of established procedures and appropriate interpersonal skills when working with others to complete workplace tasks.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 competency is packaged will assist in identifying employability skill 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. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Contribute to determination of appropriate work roles	1.1 Work roles of each group member are identified based on information and instructions about objectives, performance requirements and procedures 1.2 Contributions are made to assist in the determination of the appropriate roles and responsibilities for the successful completion of the activity
2 Contribute to the planning of the activity	2.1 Suggestions and information are provided as appropriate to contribute to the planning of the activity and the associated procedures
3 Work with others	3.1 Forms of communication appropriate to the activity are used 3.2 Assistance in the completion of the activities is requested where appropriate 3.3 Contributions to the achievement of a required outcome are made 3.4 Work is undertaken in accordance with specified procedures on an individual and shared basis as appropriate 3.5 Problems are discussed and resolved where possible through agreed and accepted processes 3.6 Suggestions for improvements to processes are made and discussed within the team

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Relevant workplace standards and procedures and duty of care requirements

Relevant OH&S and environmental protection procedures and responsibilities

Workplace structures and the roles and responsibilities of team/group members

Basic principles of teamwork

Typical misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them

Focus of operation of work systems, equipment or management, site and organisational operating procedures

Required skills:

Communicate effectively with others when completing work activities

Read and interpret instructions, procedures, information and signs relevant to working with others as a team

Interpret and follow operational instructions and prioritise work within the team

Operate electronic communication equipment to required protocol when communicating with others in the workplace

Work collaboratively with others

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified misunderstandings and problems that can occur in the workplace and appropriate ways of dealing with them in accordance with regulatory requirements and workplace procedures

Apply precautions and required action to minimise, control or eliminate hazards that may exist when working with others in a work environment

Monitor team activities in terms of planned schedule

Modify team activities depending on differing operational contingencies, risk situations and

environments

Adapt to any differences in language and culture in accordance with standard operating procedures

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

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

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

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

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at the registered training organisation, and/or

in an appropriate range of situations in the workplace

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.

Work:	- involves basic routine work operations carried out in collaboration with others - may occur by day or night - may be in a variety of work contexts
Customers may be:	internal or external
Enterprises may comprise:	large, medium or small worksites
Work colleagues may include:	- English-speaking persons - multilingual staff - persons with limited ability to communicate in English - persons from a range of cultural backgrounds
Personnel in work area may include:	- managers - supervisors/team leaders - workplace personnel - visitors - contractors - official representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - organisational procedures - established procedures
Communication may involve the basic use of a range of communication technology including:	- phone - electronic data interchange (EDI) - fax - email - internet - radio

Information/documentation may include:	- workplace procedures, checklists and instructions - goods identification numbers and codes - manifests, bar codes, goods and container identification - manufacturers specifications - workplace policies - supplier and/or client instructions - material safety data sheets - relevant codes of practice including the national standards for manual handling and the industry safety code - legislation, regulations and related documentation - award, enterprise bargaining agreement, other industrial arrangements - standards and certification requirements - quality assurance procedures - emergency procedures
Applicable regulations and legislation may include:	- relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes - dangerous goods and freight regulations and codes - relevant Australian and state/territory OH&S legislation - equal employment legislation and related policies - environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

G - Teamwork