



Australian Government

Department of Education, Employment and Workplace Relations

TLIL107C Complete workplace orientation/induction procedures

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role, including identifying major areas of the workplace in terms of functions, organisational structures and occupations, and organising and accepting responsibility for own workload. It also includes the application of ethical practices in work activities, receiving and acting constructively on personal feedback, participating in the identification and meeting of ones own learning needs, and planning and organising a personal daily routine.

Application of the Unit

Workplace orientation/induction is completed to enable a worker to enter and participate in the work activities of a workplace. Orientation and induction activities will be in accordance with the regulatory requirements and operational policies and procedures for the workplace concerned.

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

Work involves the development of the basic skills and knowledge to participate safely and effectively in workplace activities.

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 Identify major areas of the workplace in terms of functions, organisational structures and occupations	1.1 The layout of the workplace, the flow of materials and goods where relevant and the work activities conducted in each work area are identified 1.2 Organisational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined 1.3 The types of facilities in the workplace, their purpose and (any) risk factors attached to them 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 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 and simulated emergency situations

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| 2 Organise and accept responsibility for own workload | <ul style="list-style-type: none">2.1 Priorities and deadlines are established in consultation with others (as appropriate) and recorded2.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected2.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions2.4 Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff2.5 Additional support to improve work is communicated clearly to appropriate personnel |
| 3 Apply ethical practices | <ul style="list-style-type: none">3.1 Workplace procedures, regulations and legislation appropriate to the position are identified and followed3.2 Commitments and undertakings to clients, colleagues and supervisors are met3.3 Required confidentiality is maintained3.4 Appropriate codes of acceptable and ethical work practices are applied3.5 Workplace security policies are identified including the relationship to personal job role |
| 4 Receive and act constructively on personal feedback | <ul style="list-style-type: none">4.1 Suggestions on ways to improve work are sought regularly from appropriate personnel4.2 Feedback is acted upon as required to improve work performance |
| 5 Participate in identifying and meeting own learning needs | <ul style="list-style-type: none">5.1 Operations of the workplace, workplace equipment and focus of endeavour are identified5.2 Organisational structure, career paths and training opportunities appropriate to the enterprise are identified5.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through |

assessment and planning for 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 requirements of tasks is sought when appropriate
- 6.3 Achievable time and other performance measures are agreed
- 6.4 Tasks are completed with variations to plan identified and reported

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

Workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities

Conditions of service including: employer and employee obligations under award, employment contract, OH&S and other regulations in relation to engagement, working times and conditions, and dismissal and discipline arrangements

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

Site or workplace layout

Emergency procedures

Basic workplace documentation and record keeping procedures and requirements

Customer service standards and procedures

Workplace hazards and related hazard minimisation procedures

Personal protective equipment and instructions for its use

Required skills:

Communicate effectively with others when completing workplace orientation and induction procedures

Read and interpret instructions, procedures, information and signs relevant to work activities

Interpret and follow operational instructions and prioritise work

Complete documentation related to work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others when completing workplace orientation and induction procedures

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

Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Monitor work activities in terms of planned schedule

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

Apply fatigue management knowledge and techniques

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

Identify workplace products and services and their features

Identify and correctly use equipment, processes and procedures

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

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 will involve:	basic routine work functions in a variety of relevant work contexts
Customers may be:	internal or external
Operations may be conducted:	by day or night in enclosed spaces in exposed conditions in controlled or open environments
Hazards may include:	vehicular traffic and pedestrians uneven ground, steps, road surfaces dust and vapours hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise
Consultative processes may involve:	clients managers supervisors/team leaders workplace personnel visitors contractors official representatives union representatives industrial relations and OH&S specialists other professional or technical staff local government authorities
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
Personal protective equipment may include:	gloves safety headwear and footwear sunscreen, sunglasses and safety glasses two-way radios high visibility clothing
Information/documentation may include:	workplace procedures, checklists and instructions operations manuals induction/orientation documentation competency standards and training materials job specification, site/workplace map and details of organisation structure conditions of service, relevant legislation, regulations and related documentation award, enterprise bargaining agreement, other industrial arrangements relevant codes of practice including the national standards for manual handling and the industry safety code supplier and/or client instructions manifests, bar codes, goods and container identification goods identification numbers and codes manufacturers specifications material safety data sheets relevant Australian standards and certification requirements quality assurance procedures

Applicable regulations and legislation may include:

emergency procedures

relevant regulations, standards and codes of practice, including the Australian 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

licensing requirements for driving and carrying particular classes of goods

workplace relations legislation

workers compensation legislation

Unit Sector(s)

Not applicable.

Competency Field

L - Resource Management