



Australian Government

TLIG3003A Apply positive behaviours in the workplace

Release 1

TLIG3003A Apply positive behaviours in the workplace

Modification History

Release 1. This is the first release of this unit.

Unit Descriptor

This unit involves skills and knowledge required to apply standards of conduct and positive behaviours in the workplace.

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

Application of the Unit

This unit applies to team members who are making the transition to a leading role that can influence the performance of others.

Such people have a strong influence on the work culture, values and ethics of the people with whom they work. As such it is important they model good practice, professionalism and confidently represent their organisation. Not applicable.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

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

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|--|---|
| 1 Model high standards of performance and behaviour | <ul style="list-style-type: none">1.1 Positive performance and behaviours that meet organisational standards are employed1.2 Performance and behaviour that serve as a positive role model for others are displayed1.3 Work/performance plans are implemented in accordance with organisational goals and objectives |
| 2 Enhance organisational image | <ul style="list-style-type: none">2.1 Organisational standards and values are followed2.2 Standards and values considered to be damaging to the organisation are questioned through established communication channels2.3 Personal performance is monitored to ensure integrity and credibility are displayed in interactions with others |
| 3 Contribute to organisational decisions | <ul style="list-style-type: none">3.1 Information relevant to issue/s under consideration is provided when requested3.2 Active participation in decision-making processes is demonstrated3.3 Options are examined, associated risks are assessed and preferred course/s of action are recommended based on experience and knowledge3.4 Agreed decisions are implemented in cooperation with relevant individuals and teams3.5 Organisational feedback processes are used to inform the organisation of the impact of agreed decisions |

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Formal and informal feedback processes
- Leadership styles and concepts
- Organisational standards and values
- Theory of individual and group behaviour

Required skills:

- Make decisions based on analysis of evidence
- Represent the organisation
- Show good judgement and follow through

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 competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- articulating organisational values and expectations of behaviour
- applying positive behaviours.

Context of and specific resources for assessment

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

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- 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 equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals..

Method of assessment

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

Practical assessment must occur:

- through activities in an appropriately simulated environment, and/or
- in an appropriate range of situations in the workplace

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.

Not applicable.

Unit Sector(s)

Not applicable.

Competency Field

G - Teamwork