



Australian Government

Department of Education, Employment and Workplace Relations

TLIL4033A Promote effective workplace practice

Release: 1

TLIL4033A Promote effective workplace practice

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to promote effective workplace practice, including contributing positively to the work team environment, observing and promoting work safety procedures, maintaining and promoting the well being of workplace team(s), and participating in competency development activities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with the regulatory and workplace requirements relevant to the promotion of effective workplace practice.

Work is performed individually, but the ability to work within a team environment may be required. It involves the application of workplace procedures and relevant regulatory and code requirements to the promotion of effective workplace practice as part of work activities in the rail transport and/or allied industries.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills 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

ELEMENT	PERFORMANCE CRITERIA
1 Contribute positively to the work team environment	1.1 Workplace objectives are identified, interpreted and positively promoted to associated personnel and/or work team members 1.2 Communications with associated personnel and/or work team members are effectively established 1.3 Disputes are resolved through effective negotiation with the relevant individuals or groups 1.4 Quality assurance measures are maintained, systems improvement suggestions are encouraged, and proposals submitted to relevant authorities
2 Observe and promote work safety procedures	2.1 Relevant statutory and workplace requirements for Occupational Health and Safety 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 referred to appropriate authorities 2.4 Training in programs of Occupational Health and Safety and First Aid are implemented
3 Maintain and promote well being of team	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 for work are identified, attained and maintained 4.2 Personal development and other competency development programs are accessed and undertaken 4.3 Competency deficiencies in personnel are identified and remedial action, including counselling, is initiated where necessary 4.4 Workplace trainer and assessor requirements are identified and satisfied

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Regulations and codes of practice relevant to the workplace practices
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the promotion of effective work practices
- Focus of operation of work systems, equipment, management and site operating systems
- 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 of customer enquiries and actions, dispute settlement processes, workplace OH&S and physical fitness requirements and related first-aid policies, and competencies and skills required for workplace career path levels,
- Problems that may occur during work activities and appropriate action that can be taken to resolve the problems,
- Documentation and reporting requirements in the workplace

Required skills:

- Communicate effectively with customers, associated personnel and all work team members when completing work activities
- Read and interpret instructions, procedures, information and workplace publications relevant to work activities
- Interpret statistics related to workloads and quality assurance measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Lead and coordinate the activities of multi-disciplinary work teams or specialist work groups
- Apply principles of time management
- Counsel personnel on work related issues
- Settle disputes through face-to-face and group-based negotiation
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Required skills:

- Monitor work activities in terms of planned schedule
- Coordinate the promotion of safe work practices, competency enhancement and work practice improvements throughout the work groups
- 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
- 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
- Work at heights or in confined spaces as required by the job
- Maintain the required level of physical fitness in team members
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide**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/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace

EVIDENCE GUIDE

- 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**
 - 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 activities in an appropriately simulated environment 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 may be conducted: | <ul style="list-style-type: none">• in a range of work environments• by day or night |
| Workplaces may comprise: | <ul style="list-style-type: none">• large, medium or small worksites |
| Work environment may be: | <ul style="list-style-type: none">• in a depot, a worksite or a store, either as an individual, a team leader or a coordinator |
| Work may involve exposure to: | <ul style="list-style-type: none">• chemicals• dangerous or hazardous substances• movements of equipment, goods and vehicular traffic |
| Equipment may include: | <ul style="list-style-type: none">• customer information• workplace procedures• quality assurance policy• relevant OH&S guidelines• relevant competency guidelines |
| Consultative processes may involve: | <ul style="list-style-type: none">• employees, supervisors and managers• customers |

RANGE STATEMENT

Communication in the work area may include:	• suppliers and contractors • industrial relations and OH&S specialists • phone • electronic data interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Personal protective equipment may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Information/documents may include:	• regulatory and/or code requirements relevant to workplace activities • workplace procedures and policies • workplace objectives • customer enquiries, responses and records • quality assurance measures relevant to workplace activities • training materials • competency guidelines • operations manuals, job specifications and induction documentation • manufacturers specifications for workplace equipment • conditions of service, award, enterprise bargaining agreement, and other industrial arrangements • Australian standards and certification requirements relevant to workplace activities • emergency procedures
Applicable regulations and legislation may include:	• federal and state/territory regulations and codes of practice relevant to workplace activities • relevant state/territory OH&S and environmental protection legislation • workplace relations regulations including equal opportunity, equal employment opportunity and

RANGE STATEMENT

- affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management