



Australian Government

TLIP5037A Develop workplace policy and procedures

Release 1

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Modification History

Release 1. This is the first release of this unit

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and implement a workplace policy, including the modification of the policy to suit changed circumstances.

This unit requires the ability to access industry information, applicable legislative and occupational health and safety (OHS)/workplace health and safety (WHS) guidelines.

While no licensing, legislative, regulatory or certification requirements apply holistically to this unit at the time of publication, relevant national, state and territory legislation, regulations and codes of practice impact upon this unit.

Application of the Unit

This unit addresses the knowledge, processes and techniques necessary to develop and implement a workplace policy.

This unit applies to people with managerial responsibilities who undertake work developing workplace strategies, including the development and implementation of policy and supporting procedures. It includes communicating with relevant stakeholders, developing and monitoring policies, and reviewing and improving policies.

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

1 Develop workplace policy

- 1.1 Workplace policy requirements are identified
- 1.2 Information is gathered from a range of sources to plan and develop policy
- 1.3 Stakeholders are identified and consulted as a key component of the policy development process
- 1.4 Policy option recommendations are made based on likely effectiveness, timeframes and cost
- 1.5 Identified workplace policy requirements are reflected in policy developed
- 1.6 Appropriate methods of implementation are agreed

2 Communicate workplace policy

- 2.1 Workplace policy and expected outcomes are promoted to key stakeholders
- 2.2 Expected outcomes, activities to be undertaken and assigned responsibilities are communicated with those involved in implementing the policy

3 Implement workplace policy

- 3.1 Workplace policy implementation procedures are developed and communicated to stakeholders
- 3.2 Strategies for continuous improvement are implemented
- 3.3 Responsibility to use recording systems for tracking continuous improvement is established and assigned

4 Review workplace policy implementation

- 4.1 Outcomes are documented and feedback is provided to key personnel and stakeholders
- 4.2 Outcomes of policy implementation are investigated
- 4.3 Records to identify trends that may require remedial action are monitored and used to promote continuous improvement of performance

4.4 Policy and or procedures are modified as required to ensure improvements are made

Required Skills and Knowledge

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

Required knowledge:

- Best practice approaches relevant to own work area
- Equal employment opportunity, equity and diversity principles, and work health and safety (WHS)/occupational health and safety (OHS) implications of policy being developed
- Legislation, regulations and codes of practice applicable to industry and organisation
- Quality assurance systems relevant to own organisation
- Relevant industry standards
- Relevant organisational policies, procedures and protocols

Required skills:

- Adjust communication to suit different audiences
- Consult on and validate policy
- Effectively manage different points of view and dissenting stakeholders
- Prepare written reports using precise expression, language and structures suited to the intended audience
- Read and evaluate complex and formal documents such as policy and legislation
- Research, analyse and present information
- Respond effectively to diversity
- Work as a member of a team

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

Evidence of the following is essential:

- involvement as a key person in planning, developing and implementing organisational policy that complies with legislative requirements
- implementing strategy, as part of the policy, that has been devised, implemented and reviewed
- communicating with stakeholders to discuss possible approaches to policy development and implementation, and contributing to the resolution of disputes among stakeholders
- reviewing and improving policies by identifying improvements and benchmarking against industry best practice, and attempting new approaches over time.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to relevant legislation/standards/guidelines
- access to a range of workplace documentation and personnel, information and resources (such as compliance obligations, organisational plans, work responsibilities)
- access to reports from other parties involved in developing and implementing policy
- evidence is collected over time, involving both formative and summative assessment
- evidence is relevant to the particular workplace role, including work area, equipment, systems, and documentation.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- response to case studies
- review of policy developed and procedural documentation outlining the approach taken
- review of implementation strategy, plans and work plans
- analysis of methods used to involve stakeholders in policy development, implementation and review

- analysis of inefficiencies or opportunities for improvements identified in the workplace
- observation over time in relation to review of work area relating to policy and procedures being developed.

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.

Workplace policy requirements may include:

- client requirements
- codes of practice
- community issues
- legislative or regulatory requirements
- organisational requirements
- supplier requirements

Sources may include:

- organisational specifications
- regulatory or legislative sources
- relevant personnel

Stakeholders may include:

- clients
- employees of the organisation
- government
- local community
- other organisations
- regulators
- specialists from outside the organisation with particular technical expertise
- suppliers

Unit Sector(s)

Not applicable.

Competency Field

P – Administration and Finance