



Australian Government

Department of Education, Employment and Workplace Relations

TLIPC1003A Apply effective work practices

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit covers the skills and knowledge required to apply effective work practices in an industry. It includes planning, organising and completing work, communicating effectively, working with others, solving problems and adapting to changes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

The unit has applications across industries and it should be regarded as an integrating unit. When delivered/assessed as part of a qualification, the unit will be customised to ensure its relevance to the real or simulated work activities and related workplaces.

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 Plan, organise and complete daily work

- 1.1 Work instructions and priorities are identified and interpreted in consultation with supervisor
- 1.2 An appropriate work plan or daily routine is determined and mapped out
- 1.3 Materials, resources or information needed to complete work is determined, collected, and organised
- 1.4 Work tasks are completed within designated timelines, quality standards, and instructions
- 1.5 Problems that arise are dealt with in a practical, timely and appropriate manner and assistance is sought when required
- 1.6 Feedback is sought on work performance and improvements are made as required

2 Communicate effectively

- 2.1 Appropriate lines of communication with supervisors, colleagues and customers are identified
- 2.2 Effective communication skills and numeracy skills are used to gather and convey information
- 2.3 Appropriate non-verbal behaviour is demonstrated

3 Work with others

- 3.1 Work roles of self and others in the workplace are identified
- 3.2 Individual responsibilities and duties to the team are undertaken in a positive manner and in a range of situations to promote cooperation and good relationships
- 3.3 Customers and colleagues who have diverse backgrounds are respected

4 Use workplace technology

- 4.1 Appropriate workplace technology is selected and used according to workplace and manufacturers guidelines and instructions
- 4.2 Workplace technology is inspected to ensure it is not damaged and is working properly and precautions are taken to reduce risks
- 4.3 Appropriate action is taken when problems with workplace technology occur
- 4.4 Workplace technology is cared for according to workplace and manufacturers guidelines and instructions

5 Solve work problems

- 5.1 Problems are identified and practical or creative solutions are developed within the scope of individual responsibility to rectify them
- 5.2 Assistance is sought from key personnel when appropriate
- 5.3 Workplace problems are reported as required using appropriate workplace procedures

6 Adapt to change

- 6.1 New work requirements or situations are identified, clarified

ELEMENT**PERFORMANCE CRITERIA**

and adapted to

6.2 A range of possible practical or creative options to deal with workplace challenges are considered

6.3 A willingness to be open to and trial new ideas and techniques is demonstrated

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, policies and instructions
- Workplace structures and the roles and responsibilities of individuals and team/group members
- Basic mathematical operations and techniques
- Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- Typical problems in the workplace and appropriate action and solutions
- Systems and equipment used in the workplace and the instructions, processes and precautions for their use
- Basic principles of teamwork in the workplace

Required skills:

- Use basic interpersonal and communication skills (including listening and questioning, receiving feedback)
- Follow relevant OH&S and environmental protection procedures and responsibilities
- Interpret and follow a designated work plan or set of instructions for a job
- Plan a daily routine to complete required workplace tasks
- Use time management strategies
- Work cooperatively and collaboratively with others to complete tasks
- Adapt and modify activities depending on differing workplace contexts and environment
- Use appropriate techniques to solve or report problems identified when completing work tasks
- Carry out calculations that may be required when completing work tasks, particularly including the four basic mathematical operations
- Take appropriate initiatives to deal with problems and to complete tasks
- Identify and correctly use equipment, tools and other technology required to complete

Required skills:

workplace tasks

- Keep required records of workplace activities
- Apply relevant industrial or other legislative requirements
- Recognise and adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
- Recognise limitations, ask for help and seek clarification or information about work requirements and procedures

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
- 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

EVIDENCE GUIDE

- 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 instructions may include:

- job sheets
- patterns
- plans
- drawings
- designs
- verbal directions
- customer orders

Communication in the workplace may include:

- listening and understanding
- speaking clearly and directly
- reading independently
- writing to audience needs
- group interaction
- the chain of command in which to report
- questioning to obtain information and/or clarify information and understanding
- routine oral reporting
- routine written reporting
- participation in routine meetings in the workplace
- basic recording of discussions

Effective numeracy skills are those which related to the job or specific task and may involve the operations of multiplication, division, addition, subtraction, percentages and/or fractions, and

- estimates of the quantities of materials and resources required to complete a work task
- money (cost, invoices, change, etc.)
- volume
- weight
- time

RANGE STATEMENT

may include those related to:

- length and distance
- speed
- area
- perimeter

A diversity of backgrounds may include, but is not limited to different:

- ages
- genders
- culture
- personal values or beliefs
- race
- religion
- political persuasion

Workplace technology may vary widely from industry to industry and may include:

- business equipment such as fax machines, telephones, photo copiers, cutting machines, cameras, voice recorders
- computer technology such as laptops, PCs, digital cameras, zip drives, modems, scanners, printers
- other technology such as machinery, hand tools, knives, ovens, stoves, lifts, security systems

Workplace technology precautions may include:

- routine checking of equipment
- regular backups of data
- keeping a log book of detected faults
- checking that repairs have been carried out
- using appropriate clothing

Appropriate action may include:

- contacting a supervisor, manager
- contacting the manufacturer
- contacting a service provider
- reporting and documenting the problem

Key personnel may include:

- supervisor
- manager
- fellow colleagues
- team members

Workplace procedures may include:

- organisational policies and guidelines
- common organisational practice
- performance plans
- OH&S policies, procedures and programs
- relevant legislative requirements in areas such as OH&S, privacy, anti-discrimination, environmental protection, trade practices, etc
- relevant licence requirements and related regulations

Information and documents may include:

- applicable national, state and territory regulations
- standard operating procedures applicable to work role

RANGE STATEMENT

Applicable legislation, regulations and codes may include:

- quality standards applicable to work role
- applicable national, state and territory regulations
- relevant Australian Standards and related requirements
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field PC - Pathways Certificate