

## APPLY WORKPLACE ESSENTIAL SKILLS

**UNIT CODE: ENG/OS/WEF/CC/02/4/A**

### UNIT DESCRIPTION:

This unit of competency has been designed for people who wish to enter paid employment or self-employment in a variety of contexts. It specifies the competencies required in following principles of work ethics, resolving conflict with others, demonstrating effective speaking and listening skills, reading and interpreting work document, interacting with team members and performing individual role in a team.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b> These describe the key outcomes which make up workplace function.	<b>PERFORMANCE CRITERIA</b> These are assessable statements which specify the required level of performance for each of the elements. ( <i><b>Bold and italicized terms are elaborated in the Range</b></i> )
1. Follow principles of work ethics	1.1 <i><b>Work ethics</b></i> and expectations are identified. 1.2 Time management skills demonstrated 1.3 Conflict management skills demonstrated. 1.4 Company policies and procedures are observed 1.5 Self-assessment from time to time is carried out.
2. Resolve conflict with others	2.1 <i><b>Problems</b></i> at the work site are identified and analysed 2.2 Company policies and procedures for solving problems are applied 2.3 Problems and disagreements resolution are justified with applicable legislation 2.4 Conflict resolution techniques are followed. 2.5 Effectiveness of problem or conflict resolution is evaluated
3. Demonstrate effective speaking and listening skills	3.1 Appropriate means of oral communication is selected. 3.2 Oral message is communicated correctly. 3.3 Clear and accurate oral message is conveyed 3.4 Feedback on the message conveyed is obtained and interpreted. 3.5 Corrective message communication measures are applied.

4. Read and interpret work document	<p>4.1 Required work document are gathered and interpreted</p> <p>4.2 <b>Work document</b> details are verified against actual work</p> <p>4.3 Work document to correspond to actual work are reviewed</p>
5. Interact with team members	<p>5.1 Correct team members are identified according to task requirements</p> <p>5.2 Capabilities of each team member are determined according to task requirements</p> <p>5.3 Acceptable, non-offensive language and gestures are used</p> <p>5.4 Relationships between members are maintained</p> <p>5.5 Suitable corrective measures for deviating members are employed</p> <p>5.6 Cross cultural diversities are accommodated</p>
6. Perform individual role in a team	<p>6.1 Individual roles in a team are identified.</p> <p>6.2 Assigned roles to the individual are performed</p>

## RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1. Work ethics include but not limited to:	<ul style="list-style-type: none"> <li>● Honesty</li> <li>● Selflessness</li> <li>● Consistency</li> <li>● Moral</li> <li>● Courage</li> <li>● Respect.</li> <li>● Cooperation.</li> <li>● Teamwork.</li> <li>● Communication.</li> </ul>
2. Problems include but not limited to:	<ul style="list-style-type: none"> <li>● Interpersonal problems</li> <li>● Organisational problems</li> <li>● Group problems</li> </ul>

	<ul style="list-style-type: none"> <li>● Inter organizational problems</li> </ul>
3. Work documents include but not limited to:	<ul style="list-style-type: none"> <li>● Work timesheets</li> <li>● Attendance registers</li> <li>● Job cards site maps</li> <li>● Plans</li> <li>● Inspection licenses</li> <li>● Authority approvals documents</li> <li>● Equipment inspection checks sheets</li> <li>● Safe systems of work documents.</li> </ul>

## REQUIRED SKILLS AND KNOWLEDGE

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

### Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Team Work
- Problem solving
- Planning and Organising
- Self-management
- Technology

### Required knowledge

The individual needs to demonstrate knowledge of:

- Concept of a team and team work
- Multi-cultural diversity
- Team goals and motivation
- Problem/conflict solving techniques

## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Work ethics and expectations are identified. 1.2 Conflicts are avoided. 1.3 Problems at the work site are identified and analysed 1.4 Followed principles of work ethics. 1.5 Conflict resolution techniques are followed. 1.6 Oral message is communicated correctly. 1.7 Feedback on the message conveyed is obtained and interpreted. 1.8 Required work document are gathered and interpreted 1.9 Relationships between members are maintained. 1.10 Assigned roles to the individual are performed
2. Resource Implications	The following resources should be provided: 2.1 Access to relevant or appropriate environment where assessment can take place. 2.2 Materials relevant to the proposed activity or tasks. 2.3 Audio and videos on demonstration of interpersonal relationship
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Observation 3.2 Oral questioning 3.3 Written test 3.4 Portfolio of Evidence 3.5 Interview 3.6 Third party report
4. Context of Assessment	4.1 On-the-job 4.2 Off-the –job 4.3 During Industrial attachment

## APPLY WORKSHOP CONCEPTS, TOOLS AND ORGANIZATION SKILLS