

REGIONAL AUSTRALIAN WORKFORCE DEVELOPMENT “DRIVEN BY LOCAL INDUSTRY & COMMUNITY”

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Sometimes you may click on a web link and the site will say it is not available. Please revisit the site when you are next working on your resource materials as web sites are sometimes "off line" for maintenance reasons.

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Please complete the feedback form at the back of the unit and advise us of any links that do not work.

CONTENTS

→	1.	Introduction and how to use these materials	03
→	2.	What are these learning materials about	04
	2.1	Employability Skills	04
→	3.	Obtain information about your industry and comply with employment requirements	05
→	4.	Plan your own work tasks	12
→	5.	Organise materials and equipment	17
→	6.	Accept responsibility for the quality of your work	22
→	7.	Promote workplace cooperation and contribute to a productive work environment	26
→	8.	Respond to problems as they arise	28
→	9.	Being confident about your skill levels	30
→	10.	Assessment	32
→	11.	Bibliography and source material	33

1. INTRODUCTION

HOW TO USE THESE MATERIALS

This workbook relates to planning daily work activities and is appropriate to people employed in a range of workplaces in the rural, regional and remote sectors of Australia.

Skills and knowledge developed will ensure your ability to plan effectively in the workplace. Resources and activities provided are designed to develop your skills and provide formative assessments to monitor progress.

Completion of appropriate summative assessments provided by your Registered Training Organisation (RTO) will enable you to achieve competency in the unit applicable to your sector.

These student materials apply to the following industry sectors and units of competence.

Sector	Unit code	Book	Unit name
Primary Industries	AHCWRK204A	Book 1	Work Effectively in the Industry
Business/Retail/ Services	BSBWOR202A	Book 1	Organise and Complete Daily Work Activities
Resources/Infrastructure	RIIBEF201A	Book 1	Plan and Organise Work
Construction Industry	CPCCCM1003A	Book 1	Plan and Organise Work
Local Government	LGAWORK204A	Book 1	Plan Daily Work Routines

2. LEARNING MATERIALS

WHAT ARE THEY ABOUT?

This workbook applies to any person working in a job or industry operating in the rural and regional sector where they are required to organise and complete a range of routine daily work activities such as sequencing work safely, and resolving problems. They are expected to obtain feedback on work performance.

2.1 EMPLOYABILITY SKILLS

The learning materials provide opportunities to develop and apply employability skills that are learnt throughout work and life to your job.

The statements below indicate how these processes may be applied in a workplace related to effectively planning daily work. In completing your daily work tasks, activities and summative assessments you must be able to demonstrate competent employability skills in the workplace.

Communication	<ul style="list-style-type: none"> • listening and understanding • speaking clearly and directly • communicating ideas and information verbally with supervisor and others using enterprise terminology relating to work conditions
Teamwork	<ul style="list-style-type: none"> • working as an individual and as a member of a team • completing individual tasks to support team goals • participating in workplace communications toward team solutions • ability to develop effective work relationships
Problem Solving	<ul style="list-style-type: none"> • developing creative, innovative and practical solutions • showing independence and initiative in identifying and solving problems • solving problems in teams
Initiative and Enterprise	<ul style="list-style-type: none"> • initiating innovative solutions • demonstrating individual responsibility for completing tasks • adapting to new situations • identifying the need to refer tasks which fall outside scope of job/role to others
Planning and Organising	<ul style="list-style-type: none"> • being resourceful • taking initiative and making decisions • collecting, analysing and organising information • planning and organising own work schedule for the day • manage time and priorities to complete work • participating in priority and goal setting
Self-Management	<ul style="list-style-type: none"> • articulating own ideas • obtaining feedback on work performance and identifying opportunities for improvement • take responsibility for planning and organising own work priorities and completing assigned tasks
Learning	<ul style="list-style-type: none"> • being open to learning new ideas and techniques • encouraging, acknowledging and acting on constructive feedback from team members
Technology	<ul style="list-style-type: none"> • using technology to plan with team members or clients • using equipment as required to support daily work plans

3. OBTAIN INFORMATION

ABOUT THE INDUSTRY AND COMPLY WITH EMPLOYMENT REQUIREMENTS

Careers and job opportunities in the rural, regional and remote sectors of Australia are very varied. This workbook intends to provide a generic overview of competency requirements in completing daily work activities. As you complete activities you will be expected to answer from your specific industry/job perspective. The workbook applies to careers and jobs in the following industry sectors:

- Agribusiness/Rural/Horticulture/Fishing/Aquaculture
- Mining
- Civil/Construction
- Local Government
- Business Services/Retail

If you are working through this workbook it means that you are a trainee. That means you have already started a job. It is quite likely that you could be a school based trainee, therefore also still at school. In these situations, it is not common that you have thoroughly researched everything about this job or a career in this industry.

It is important that you find out as much about your job, the industry you are working in and possible longer term careers for a number of reasons. These reasons can include:

- The more you know about the job and your industry, the more you understand and recognise risks and hazards. This makes you a safer worker.
- Properly understanding your employment terms and conditions.
- Identifying possible career pathways that interest you.

Complete activities 1–3 below. For activity 1 and 2 answer the questions specific to your current job. For activity 3 answer the activity from a career pathway that interests you in your industry.

→ ACTIVITY 1

[illegible]

→ ACTIVITY 2

List all aspects related to your employment terms and conditions.	For each of the employment related headings, fill in the section below with the answer specific to your job.	Do you need to find out more about this? Write in here what you need to ask your supervisor.
Wages		
Start and finish time		
Time off and holidays		
Overtime		
Sick leave		
Mandatory training		
Term of employment		
Type of employment		
Name of supervisor		

List all aspects related to your employment terms and conditions.	For each of the employment related headings, fill in the section below with the answer specific to your job.	Do you need to find out more about this? Write in here what you need to ask your supervisor.
Your duty of care		
Your employers duty of care		
Your OHS work instructions		
Ethical standards		
Anti-discrimination policy		
Acceptable workplace behaviour		
If you want to resign, what do you do?		
If your employer terminates your employment, what is the correct process they must follow?		

In completing activities 1 and 2 in the workbook so far, you have looked at the tasks you are required to complete on a daily basis as well as the more general aspects related to your employment conditions.

At the most basic level you will see that every employee must comply with the workplace standards for:

Dress and personal behaviour



Punctuality



Completion of workplace routines and specific instructions within enterprise policies and procedures.



Compliance with workplace agreements, employment contracts, workplace safety requirements and etiquette.



Activities 1 and 2 have been related to your current job and the standards, work instructions and employer expectations related to that job. It is very likely that you will change jobs and possibly careers and industry sectors several times during your working life. Think about the many career opportunities that are available in the rural, regional and remote sectors of Australia. The diversity of exciting careers can be quite daunting as you begin your working life.

→ ACTIVITY 3

Complete the following table with your answers applicable to career pathways you would like to follow. You have been given space to look at 4 separate careers. They can all be in the same industry sector or can be careers applicable to different industries. Take the time to do some research here. You may be surprised about the diversity of employment and career opportunities available in the rural and regional sectors of Australia.

List the types of career opportunities available in your industry that interest you. Remember think CAREER not just job!	What jobs, experience / training / qualifications do you need to achieve this career?	If you decide on this career path, how many years is it likely to take to reach your goal?	Where in Australia can you expect to be employed in this career?

If you are “stuck” in identifying different career options, think about the following questions. How you answer them should help you make up your mind.

- Do you want to go to university?
- What are your personal work/career goals?
- What are your values and attitudes towards work, career and business?
- Are you prepared to move around for work?
- What type of activities do you like doing and what skills do you easily develop?
- Do you want to work outside or inside?
- Do you mind working in very remote situations?

The following websites may also help provide some information.

WorkSafe Australia: information on occupational health and safety issues – <http://www.safeworkaustralia.gov.au/Pages/default.aspx>

Office of the Employment Advocate: information on the rights and obligations of employees and employers – <http://www.fairwork.gov.au/Pages/default.aspx>

Wagenet: information on the wages and conditions of employments under Australian awards – www.wagenet.gov.au

Comlaw: information on Federal and State laws – www.comlaw.gov.au

Career One: an interactive website where you can type in careers or locations – <http://www.careerone.com.au/?disRe=true>



4. PLAN

YOUR OWN WORK TASKS

In almost every productive activity in life, we have a plan. You will plan a holiday, plan your weekend, plan what food you need when you go shopping. Even though you may not formally write the plans down (create a work instruction), you will follow a basic plan in every activity you are involved in during a day.

Whilst planning in your head is ok for your personal activities, it is generally not satisfactory in the workplace. This can be for a number of reasons but particularly relates to efficiency, safety and cost effectiveness.

Think about the following scenario:

THE WORK:

You have 2 small jobs in a town 50km away. Each job will take 1 person 1 day. Less time is required with multiple people.

THE PLAN:

Send 2 people on the same day	They can work together to complete each job in ½ day	The business only incurs: – 1 travelling cost – Tools/equipment are shared	The job is safer as 2 people are working together
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The example has shown how simple planning has achieved efficiency (both jobs completed on the same day), cost effectiveness (only one travelling cost) and improved safety (two people working together).

Planning is also essential regardless of your job role or responsibilities because as a worker you are part of a group or team. This might be a small team of two, or a large team such as a company or an organisation. It is very rare for someone to work completely alone. Even in the most isolated of situations where you may be physically alone there is still a work plan, a communication process and an emergency response process.

As a member of a team it is very important to realise that the actions of every individual will impact on the team as a whole. Quite simply, the way you work affects everyone else. Think about how you would feel if you worked with someone who showed the following habits:

- Disorganised
- Late
- Does not bring the correct tools and equipment
- Does not use safety gear
- Leaves the workplace in a mess
- Cannot be communicated with as they have not turned on the radio or mobile
- Does not finish a job (manage their workload) in the designated time thus holding everyone else up

At the very minimum the workplace should have a daily schedule for each worker and a written / verbal / pictorial work instruction for each task.



→ ACTIVITY 4

Select a typical day in your workplace. In activity 1 and 2 you listed tasks that you regularly complete as well as work instructions, legislation, “rules” that you must follow. Write a plan for a typical day in your workplace.

List your work plan for the day as a series of tasks.	What tools and equipment are needed for each task?	What is the anticipated time taken to complete a task?	Will you work alone or have workmates. What will the workmates do?	What happens if I don't finish the task on time?	What issues outside my control may impact on completing the task?	Suggest an alternative plan

List your work plan for the day as a series of tasks.	What tools and equipment are needed for each task?	What is the anticipated time taken to complete a task?	Will you work alone or have workmates. What will the workmates do?	What happens if I don't finish the task on time?	What issues outside my control may impact on completing the task?	Suggest an alternative plan

In completing Activity 4 did you think about being organised, working safely and operating efficiently? To be truly organised and efficient means that you can complete each work task and achieve the outcomes listed below as an integrated part of each job.

Organising routine tasks means:

- You can identify tasks and arrange them in logical sequence for completion.
- You are punctual and complete activities in an accurate and timely manner.

Operating efficiently means:

- You take the time to plan on a regular basis.
- You prioritise work according to the business needs.
- You handle interruptions and avoid being distracted by irrelevant tasks or irrelevant detail.
- You make full use of all available and appropriate technology/equipment.
- You ensure tasks are performed in a safe manner.

Watch the following You Tube. Clearly the workers:

- Are planning and completing the task in a logical and efficient sequence
- Are working as a team and are punctually completing the activity
- Are avoiding distraction
- Are making use of technology and equipment

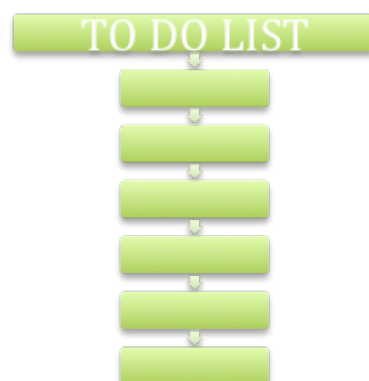
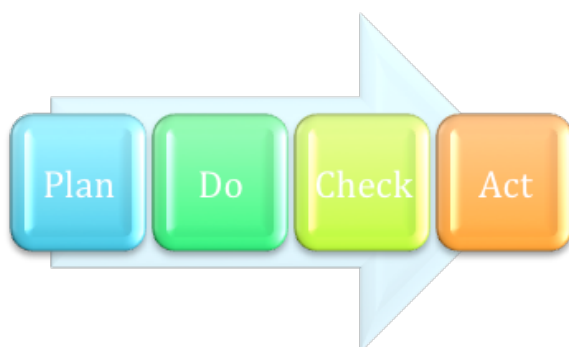


Click here view video “Work efficiency improvement”

OR if you are using the printed resource, enter the address below into your web browser.

<http://www.youtube.com/watch?v=UU8VcmUkjvs&feature=related>

BUT... This particular work plan would **never be acceptable** in the workplace because it is not SAFE. This is a very good example of how **all of the parts** of being organised and efficient in the workplace are important. Don't miss any steps. You may “get away with it” on some occasions but in the long run workplace planning, organisation, efficiency or safety will suffer.



→ ACTIVITY 5

Describe a situation that you have seen occur in a workplace where efficiency, planning, using equipment etc. have all occurred but safety in the workplace has been ignored. Suggest what you would do to improve safety.



AND EQUIPMENT

- Employment conditions
- Work instructions and work planning
- Safe work practices in completing daily tasks

→ ACTIVITY 6

My industry sector is:	
My job is:	

Describe task	Equipment / tools required	Safety equipment	What are the safety risks?	What training is needed to complete the job?	Does the job require team work and why?
Move load of gravel	Front end loader	FEL with roll bars, PPE such as covered shoes, ear and eye protection	Spilling gravel in inappropriate place. Creates uneven surface. Moving gravel through a workplace area where other people are situated.	Operating front end loader. Load shifting.	You should make all appropriate people aware that a machine is operating

[illegible]

The activity on the previous page has shown that you can improve your effectiveness at work by having a clear understanding of the tasks you need to complete in any given day and the tools and equipment needed to complete the task. However, Activity 6 also assumes that you already know all the steps that make up an individual task. What if you know you need to shift a load of gravel but have no idea of the sequence of work required to achieve this task efficiently and safely, using the particular machine in your workplace or the particular site terrain of the workplace? If you think about this situation, you can see that even though you may have a Front End Loader license you may never have:

- Operated the particular machine in question.
- Moved a load of gravel in the currently presented conditions e.g. very muddy, on a hill side, at a site where there are a lot of people moving around etc.

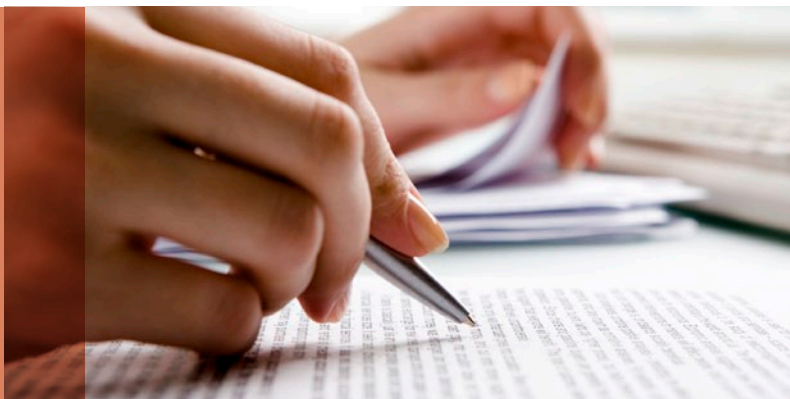
This means that as well as planning for daily work tasks, you should also consult the WORK INSTRUCTIONS for a specific machine and specific job.

In writing a work instruction the author will have considered the following:

- Job site hazard inspection
- Risk assessment
- PPE list
- Tools and equipment list
- Work sequence and required job outcome

The author of a work instruction must consider all of the factors that will affect the job in any way and then write the instruction to meet the following requirements.

- Outline a safe method of work for a specific job.
- Provide an induction document that workers must read and understand before starting a job.
- Meet legal requirements, such as hazard identification and control.
- Program work, materials, time and staff to anticipate possible problems.
- Use as a tool in quality assurance.



→ ACTIVITY 7

Select a task that you are required to complete in your workplace. Complete the form below to create a comprehensive work instruction for any person completing this job.

Comprehensive work instructions			
Work instruction for:	(insert business name)		
Author of work instruction:			
Date of writing:			
Supervisor has ensured the person completing the task has read and understands the work instruction.			
Supervisor signature:		Date	
Worker has read and understands the work instruction before commencing the task.			
Worker signature:		Date	
Description of job task			
Identified risks / Hazards and required methods of control			

Safe steps to complete the job (write dot point step by step instructions)

Required equipment/tools

Required Personal Protective Equipment

Training/instruction required before operation

6. ACCEPT

RESPONSIBILITY FOR QUALITY OF OWN WORK

As you have progressed through this workbook you have gradually developed a clear understanding of the basic skills expected of a good employee. It is absolutely essential that you develop the skills to plan for and carry out daily work tasks efficiently and safely. This is your basic legal responsibility, that you must act safely in the workplace so as not to harm yourself or others.

At the commencement of your employment, your employer has an expectation that you will quickly develop the basic daily planning skills applicable to your tasks and complete them in a safe manner.

How can you progress to being considered a valuable employee, rather than just a worker. How can you “go the extra mile” when you are just a young person starting your career. Sometimes people feel that it is difficult to progress because they don’t get an “opportunity”. Look carefully at those that have been given opportunities and are progressing in their job. It is because they are completing their daily tasks but they are always adding something “extra”. This does not mean they are doing work they are not trained for or asked to do. Within the confines of your own work tasks, you can consistently demonstrate that you are a “special employee” and are worth giving opportunities to progress in your career.





So what can you do?

- Always ensure your work is of the highest quality and standard possible. If a mistake occurs, accept responsibility immediately and honestly, and have a plan for fixing the error.
- Study your work tasks as you complete them. If you are able to identify areas for improved productivity, then suggest the ideas to your supervisor.
- Suggest solutions to a problem, even if you are not directly involved. Make sure your solution is valid and you are not just perceived as wasting time.

If it is assumed you are a young, new employee and that your work is at a reasonably basic level, then how can you demonstrate a “quality outcome”? There are a number of small things that you can integrate into your daily work plan that show you are always striving to achieve a quality outcome. These can include:

- Negotiating and agreeing upon work goals and plans, always requesting slightly more complex tasks after showing you have mastered current tasks.
- Immediately asking questions or seeking guidance if difficulties arise in achieving allocated tasks.
- Always completing tasks within designated time lines and according to workplace instructions.
- Always completing work documentation and/or reports as required, related to your work activities, promptly and fully.
- Using tools, equipment and business technology efficiently and safely to complete work tasks.
- Regularly communicating progress of task to supervisor.
- Identifying factors that may affect a quality outcome that are beyond your control such as inclement weather, inadequate resource, technology/equipment breakdowns.

Always consider how you can achieve a quality outcome by applying the SMART goal-setting formula. This simple formula ensures that you are not becoming inefficient and ineffective in the workplace because you are inappropriately focussed on unachievable and non-productive outcomes.

S	M	A	R	T
Specific	Measurable	Attainable	Realistic	Timely
				
Be specific.	If you can't measure it, you can't do it.	A goal/outcome needs to be a challenge, but still be within reach.	A goal/outcome must be do-able.	A goal/outcome should have a time frame.
Know exactly what you want to happen.	The outcome must be measured in some way.		Be realistic about what you can achieve.	This gives you a clear target to aim for.

→ ACTIVITY 8

Earlier in this workbook in Activity 4 you looked at the tasks you may need to complete in a daily routine. Scroll back to Activity 4 and look at your list, the tools and equipment identified that you need to use, risks and safety issues.

Using that same list complete the following table and identify ways you can demonstrate a quality outcome for each task. Remember the saying “It is the little things that count”. This is very true in the workplace and it is the little things that add up to a quality outcome. Remember to be SMART.

[illegible]

Daily task or job	Describe what you are expected to do	What can you do to achieve a quality outcome for this task?

A wide variety of suggestions to achieve quality outcomes could be appropriate to many of your daily work tasks. Did you consider any of the following?

- Your personal work space is always kept well organised.
- You regularly seek feedback on work performance from supervisors.
- You obtain feedback from clients or customers.
- You seek to improve your skills by additional training.
- You plan your workload to achieve maximum efficiency and productivity.
- You actively research opportunities for advancement in your career within your workplace.
- You actively contribute to ongoing improvements in the workplace and always accept change.



7. PROMOTE

WORKPLACE CO-OPERATION AND CONTRIBUTE TO A PRODUCTIVE WORK ENVIRONMENT

You will become a valuable person in the workplace if you actively seek to co-operate with all of your workmates and supervisors, and contribute to a productive environment. This means that you demonstrate a positive and courteous manner, recognising cultural differences and special needs.

Every workplace will have conflict from time to time. Do you know how you would solve conflict in your workplace?

It is always best to try and resolve differences on a one to one basis with the person concerned as a first step. Personal and tactful communication is the best starting approach. Remember to consider the other persons point of view as well as any cultural differences or special needs.

Tip 1 – Make sure you are clearly understood. When people in the workplace communicate with each other, they need to make sure that the other person understands what they are hearing. When interacting with others, it is often helpful to repeat the key points that you want them to remember.

Tip 2 – Remember that everyone should always be direct and truthful. Don't imply or exaggerate anything you say as this is not honestly or correctly representing the problem or conflict.

Tip 3 – If the same problems are recurring on a regular basis have a whole of staff meeting to seek a solution to eliminate problems before they begin.

Tip 4 – Solve problems when they arise. Don't let a small problem grow into a bigger one. As soon as possible discuss acceptable solutions to the problems with the concerned person and appropriate people. Decide what are the best actions to solve the problem, and implement those actions. Keep an eye on the situation to make sure the problem does not recur.

Tip 5 – If you are not able to resolve a conflict then don't bitch and gossip about it to other workmates. Immediately request that both parties refer to a supervisor or manager to support a resolution.

Remember – In seeking the resolution of any conflict, appropriate legislation such as anti-discrimination, workplace harassment and equal employment opportunity must be considered.

Have a look at the introductory video below related to managing conflict. It clearly demonstrates that successful conflict resolution is all about listening to each other and wanting to achieve a result.



Click here view video "What to Do When Conflict Happens"

OR if you are using the printed resource, enter the address below into your web browser.

<http://www.youtube.com/watch?v=g3XUsB053M4&feature=related>

Think about your own workplace and consider examples where people need to collaborate together to achieve a productive environment, and minimise conflict and negative situations.

WIN WIN

It is important to create a win/win situation in conflict resolution.

→ ACTIVITY 9

Complete the table below and provide examples and suggested solutions specific to your workplace.

Example of workplace conflict/negative situation	Why do you think this issue has occurred in your workplace?	How has your workplace solved this problem?	What is your suggestion to help this problem?

8. RESPOND

TO PROBLEMS AS THEY ARISE

The final part of this workbook ask you to look at how you should respond to problems in the workplace that are not related to personal conflict or arguments.

In solving a workplace problem you must consider your level of responsibility and your ability to actually seek and implement a solution. Consider that the response to the problem must:

- maintain a quality outcome.
- minimise impact on work schedules.
- reflect knowledge of products and processes.
- be consistent with workplace priorities and policies.

Think about your daily work tasks and consider problems that may occur during your day. Problems can arise because of many different factors and can include triggers such as:



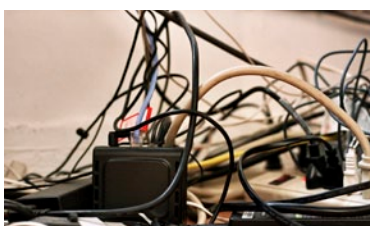
Inclement weather
A time constraint



Machinery or equipment breakdown
Absent workers so you are short staffed



An accident or emergency
Essential products have not arrived



A breakdown in communication e.g. internet is down

→ ACTIVITY 10

Complete the following table. For each example given, you are to describe how the issue can easily create a problem in your workplace. Suggest how your workplace can implement a solution to the problem so that workplace productivity, safety and quality is maintained.

The issue	What problem is created	What are your suggestions to solve the problem
The deadline for a product shipment has been shortened.		
The weather is very wet and cold.		
The weather is very hot and windy.		
Two staff members are unexpectedly absent for the day.		
Essential machinery or equipment has broken down.		
A workplace accident has occurred.		
Essential consumable products required for a job have been delayed.		
The internet is not working.		

9. BEING CONFIDENT

ABOUT YOUR SKILL LEVELS IN THE WORKPLACE

After finishing all of the activities in this workbook you should be able to competently complete final summative assessments. Do you feel that you are confident about your skill levels related to competently completing daily work activities?

Use the table below to help you check your skills. Before commencing your final assessments it is important to review any sections in which you feel unsure.

Remember: it is always OK to ask your supervisor or your assessor questions.

In the table below, read the list of skills and knowledge you should have after completing this workbook

1. Put a tick in the column if you can do this now and a brief comment re why you believe you have this skill
2. Put a tick in the next column if you feel you need more practice and a brief comment as to why
3. If you require further training, complete the last column listing what training is needed. Show this list to your supervisor or assessor and ask for more time or training before completing the summative assessments

Skills/knowledge you should have	Yes	Need practice	Comment on why	What additional training do I need
Written and verbal communication skills appropriate to planning daily work routines.				
Initiative in adapting to changing work conditions or contexts.				
Basic work planning processes.				
Competent safety knowledge in the planning and use of appropriate workplace equipment and tools.				
Use mathematical ideas and techniques to correctly calculate time to complete tasks and calculate material requirements.				
Solve problems particularly in teams and in dealing with work issues affecting outcomes.				

Skills/knowledge you should have	Yes	Need practice	Comment on why	What additional training do I need
Able to apply legislative, organisation and site requirements and procedures for planning and organising work.				
Effectively implement procedures and requirements related to work routines.				
Implement relevant occupational health and safety requirements.				
Acceptance of accountability and judgment responsibilities.				
Appropriate literacy skills to use written and oral information about workplace requirements.				
Appropriate organising skills to arrange work priorities and arrangements.				
Appropriate technology skills to select and use technology appropriate for a task.				
Appropriate knowledge to understand industry/ workplace awards and conditions.				
Ability to collate information on the industry.				
Ability to observe employment requirements.				
Ability to interpret work schedules.				
Ability to contribute to a productive work environment.				

10. ASSESSMENT

You have now reached the end of this workbook. All of the information and activities you have covered apply to the skills related to effective daily work activity planning in any business. Please ask your assessor for the final assessment/s for this workbook.

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function.

The evidence required to demonstrate competency in this unit must be relevant to worksite operations and satisfy all of the requirements of the performance criteria, required skills and knowledge and the range statement of this unit and include evidence of the following:

- knowledge of the requirements, procedures and instructions for planning and organising work
- implementation of requirements, procedures and techniques for the safe, effective and efficient completion of a work plan
- working with others to undertake and complete the planning and organisation of work that meets all of the required outcomes
- consistent timely completion of a work plan that safely, effectively and efficiently meets the required outcomes

→ FEEDBACK

This workbook has been developed to guide users to access current information related to gaining skills appropriate to their workplace. Please complete the following table notifying us of any errors or suggested improvements.

Subject Name	
Book Number	

Page	What is the error	Suggested improvement
10	You tube video is not accurate	Better websites / You Tube example

Is there a link to your suggested improvement

Additional comments



Click here to email your completed workbook to your assessor.

11. BIBLIOGRAPHY

AND SOURCES FOR CONTENT IN MATERIALS

Human Rights and Equal Opportunity Commission, 2000, The Complaint Guide – www.hreoc.gov.au

WorkSafe Australia for information on occupational health and safety issues – <http://www.safeworkaustralia.gov.au/Pages/default.aspx>

Office of the Employment Advocate for information in the rights and obligations of employees and employers – <http://www.fairwork.gov.au/Pages/default.aspx>

Wagenet for information on the wages and conditions of employments under Australian awards – www.wagenet.gov.au

Comlaw for information on Federal and State laws – www.comlaw.gov.au

Career One: an interactive website where you can type in careers or locations – <http://www.careerone.com.au/?disRe=true>

<http://www.youtube.com/watch?v=g3XUsB053M4&feature=related>

<http://www.youtube.com/watch?v=UU8VcmUkjvs&feature=related>