



Australian Government

Department of Education, Employment and Workplace Relations

TLIL3003A Conduct induction process

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to conduct an induction process to introduce a new employee to a workplace, including outlining the relationship between the employee and the company, establishing and explaining the requirements of position, and completing relevant workplace documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Work involves the planning, coordination and conduct of an induction program to prepare workers to enter and participate in the work activities of a workplace. Orientation/induction activities are in accordance with relevant regulatory requirements and operational policies and procedures for the workplace concerned.

Work is performed under some supervision, generally within a team environment.

Work involves the application of basic routine coaching and instruction principles and procedures to conduct an induction program for new workers and trainees commencing employment in the workplace.

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 Outline the relationship between employee and the company | 1.1 Employee is greeted and introduced to key personnel and areas in the workplace 1.2 Workplace objectives, operating systems and workplace structures are explained 1.3 The relationship between the employee's position and the workplace structure and objectives is identified 1.4 Required OH&S, workplace procedures and employment conditions are described 1.5 Sources of information and assistance for the employee are identified 1.6 Emergency procedures are explained |
| 2 Establish requirements of position | 2.1 Job role, responsibilities and reporting relationships are explained 2.2 Immediate work colleagues are introduced 2.3 Workplace facilities and layout are shown to the employee and flow of work/materials/goods and functions carried out in the areas are explained 2.4 Initial training in relevant OH&S, equipment and work systems is provided in accordance with workplace procedures 2.5 Employee rights and responsibilities in terms of equal employment opportunity, sexual harassment and anti-discrimination are explained 2.6 Training opportunities are organised for the development of the individuals job role 2.7 Workplace expectations of work functions and outputs are clarified 2.8 Opportunities for the employee to clarify concerns and ask questions are provided |
| 3 Complete relevant workplace documentation | 3.1 Workplace personnel records are completed in accordance with workplace requirements 3.2 Tax declaration and other relevant documentation are checked for compliance with requirements 3.3 Employee is requested to provide any additional information needed and notes are taken of any additional actions required 3.4 Workplace-specific documentation (if applicable) is submitted to appropriate personnel in accordance with workplace requirements 3.5 Requirements of Territory/State/Commonwealth legislation on equal employment opportunity, sexual harassment and anti-discrimination are fulfilled |

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 induction procedures and documentation requirements
- Instructional methods and resources required to conduct an induction program
- Conditions of service of employees
- Workplace structures and the roles and responsibilities of employees
- Site or workplace layout
- Emergency procedures and related equipment
- Workplace documentation and record keeping procedures and requirements
- Customer service standards and procedures
- Workplace hazards and related hazard minimisation procedures
- Personal protective equipment and instructions for its use

Required skills:

- Communicate effectively with others when conducting an induction process for relevant personnel
- Read and interpret instructions, procedures, information and signs relevant to the conduct of an induction process for relevant personnel
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the conduct of an induction process
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when conducting an induction process for relevant personnel
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when conducting an induction process for employees and contractors in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the conduct of an induction process
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments

Required skills:

- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Identify and correctly use instruction equipment, processes and procedures
- 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

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
- As a minimum, assessment of knowledge must be

EVIDENCE GUIDE

- 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 will involve: | <ul style="list-style-type: none"> • basic routine induction training in a variety of relevant work contexts |
| Customers may be: | <ul style="list-style-type: none"> • internal or external |
| Operations may be conducted: | <ul style="list-style-type: none"> • by day or night • in enclosed spaces • in exposed conditions • in controlled or open environments |
| Instruction methods may include: | <ul style="list-style-type: none"> • explanation • demonstration • guided site/workplace inspection • provision of program notes and materials • presentation using an overhead slide projector, computer-driven projector or video player/monitor • written and practical assignments and exercises |
| Hazards may include: | <ul style="list-style-type: none"> • vehicular traffic and pedestrians • uneven ground, steps, road surfaces • dust and vapours • hazardous or dangerous materials • humidity, air temperature and radiant heat • light including UV • noise |
| Consultative processes may involve: | <ul style="list-style-type: none"> • clients • managers • supervisors/team leaders • workplace personnel |

RANGE STATEMENT

- visitors
 - contractors
 - official representatives
 - union representatives
 - industrial relations and OH&S specialists
 - other professional or technical staff
 - local government authorities
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Communication may involve the basic use of a range of communication technology including:
- phone
 - electronic data interchange (EDI)
 - fax
 - email
 - internet
 - radio
- Personal protective equipment may include:
- gloves
 - safety headwear and footwear
 - sunscreen, sunglasses and safety glasses
 - two-way radios
 - high visibility clothing
- Information/documentation may include:
- workplace induction procedures and related instruction materials
 - operations manuals
 - induction/orientation documentation
 - competency standards and training materials
 - job specification, site/workplace map and details of organisation structure
 - conditions of service, relevant legislation, regulations and related documentation
 - award, enterprise bargaining agreement, other industrial arrangements
 - relevant codes of practice including the national standards for manual handling and the industry safety code
 - supplier and/or client instructions
 - manifests, bar codes, goods and container identification
 - goods identification numbers and codes
 - manufacturers specifications
 - material safety data sheets
 - relevant Australian standards and certification

RANGE STATEMENT

Applicable regulations and legislation may include:

- requirements
- quality assurance procedures
- emergency procedures
- relevant regulations, standards and codes of practice, including the Australian standards for manual handling and industry safety codes
- dangerous goods and freight regulations and codes
- relevant Australian and state/territory OH&S legislation
- equal employment legislation and related policies
- environmental protection regulations
- licensing requirements for driving and carrying particular classes of goods
- workplace relations legislation
- workers compensation legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

L - Resource Management