



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIP5007A Contribute to the development of a workplace learning environment**

**Release: 1**

## **TLIP5007A Contribute to the development of a workplace learning environment**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to contribute to the development of a workplace learning environment in accordance with workplace procedures. This includes creating learning opportunities, facilitating and promoting learning, and monitoring and improving learning effectiveness. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

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Work must be carried out in compliance with the relevant Australian regulations, standards and codes of practice. Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures. A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it. The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

### **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
<b>1 Create learning opportunities</b>	1.1 Workplace environments which facilitate learning are developed and supported 1.2 Learning plans are developed as an integral part of individual/team performance plans 1.3 Learning plans reflect the diversity of needs and learning opportunities of individual employees and the enterprise 1.4 Individual/team access to, and participation in, learning opportunities is facilitated including both formal and informal learning opportunities 1.5 Negotiation with training and development specialists results in the planning and provision of learning which enhances the operation of the workplace
<b>2 Facilitate and promote learning</b>	2.1 Workplace activities are used as opportunities for learning 2.2 Coaching and mentoring contributes effectively to development of workplace knowledge, skills and attitudes 2.3 The benefits of learning are shared with others in the team/workplace 2.4 Workplace achievement is recognised by timely and appropriate recognition, feedback and rewards
<b>3 Monitor and improve learning effectiveness</b>	3.1 Feedback from individuals/teams is used to identify and introduce improvements in future learning arrangements 3.2 Adjustments negotiated with training and development specialists result in improvements to the efficiency and effectiveness of learning 3.3 Records and reports of competency are documented and maintained within the workplace systems and procedures

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:

- Relevant regulations, codes of practice and legislative requirements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace policies and processes for the development of a workplace learning environment
- Problems that may occur during the development of a workplace learning environment and action that can be taken to report or resolve the problems
- Business policies and plans including training and assessment

## REQUIRED KNOWLEDGE AND SKILLS

- Focus of operation of work systems, resources, management and workplace operating systems
- The application of current competencies within functional activity
- Application of relevant assessment guidelines and endorsed competency standards appropriate for the workplace
- Resource availability including the competencies of individuals in the team/group
- Quality and customer service standards, policies and procedures
- Relevant workplace documentation procedures

### Required skills:

- Communicate effectively with others when developing a workplace learning environment
- Read and interpret competency standards, job specifications, training and assessment instructions and materials relevant to the development of a workplace learning environment
- Prioritise work and coordinate self and others in relation to workplace learning opportunities and activities
- Complete documentation related to developing a workplace learning environment
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when developing a workplace learning environment
- 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 during the development of a workplace learning environment in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise learning opportunities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply relevant assessment guidelines and endorsed competency standards appropriate for the workplace
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology, learning and assessment resources, information systems and procedures
- Adapt to differences in equipment in accordance with standard operating 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
- 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.

- Learning activities may be:
- provided in various work environments in the warehousing, storage, transport and distribution industries
- This unit operates in an environment where:
- workplace structures support workplace learning
- Customers may be:
- internal or external
- Operations may be conducted:
- by day or night
- The workplace environment may involve:
- twenty-four hour operation
  - single and multi-site locations
  - large, medium and small workplaces
- Workplace learning environment may involve:
- both internal and external competency-based learning opportunities
  - structured and non-structured learning opportunities
  - workplace on-the-job coaching and mentoring
  - opportunities for the recognition of skills and knowledge gained through previous learning and experience
- Consultative and learning processes may involve:
- employees, supervisors and managers
  - training providers and assessors
  - relevant authorities, government departments and institutions
  - industrial relations and OH&S specialists
  - other professional or technical staff
- Communications systems may involve:
- fixed and mobile telephone
  - radio
  - fax
  - email
  - electronic data transfer of information
  - mail and internal memo
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Documentation/records may include:
- codes of practice and regulations relevant to workplace operations
  - workplace procedures and policies for creation of a workplace learning environment
  - training manuals, job specifications and procedures and

## RANGE STATEMENT

- induction documentation
- relevant competency standards and assessment materials
  - training materials and learning resources
  - Australian and international standards, criteria and certification requirements
  - communications technology equipment and oral, aural or signed communications
  - quality assurance standards and procedures
  - emergency procedures
  - QA plans, data and document control
  - conditions of service, legislation and industrial agreements including workplace agreements and awards
- Applicable regulations and legislation may include:
- regulations and codes of practice relevant to workplace operations
  - Australian and international standards and certification requirements
  - relevant state/territory OH&S legislation
  - relevant state/territory environmental protection legislation
  - regulations applicable to competency based training and assessment carried out within the Australian Quality Training Framework
  - relevant workplace relations legislation
  - relevant workers compensation legislation
  - equal opportunity, equal employment opportunity and affirmative action legislation

## Unit Sector(s)

Not Applicable

## Competency Field

Competency Field

P - Administration and Finance