NATIONAL OCCUPATIONAL SKILL STANDARDS

HANDLING CARGO

Level One

ACKNOWLEDGEMENT

These National Occupational Skills Standards (NOSS) were developed by the Industrial Technical Panel (ITC) for Handling Cargo (in the Hospitality Industry), as part of the PNG Occupational Skills Standard Project (POSSP).

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THE STANDARDS

LEVEL ONE

Unit TDTC 197B	Drive a Vehicle
Unit TDTD 197B	Shift materials safely using manual handling techniques
Unit TDTE 397B	Participate in basic workplace communication
Unit TDTE 597B	Carry out basic workplace calculations
Unit TDFF 197B	Follow OHS procedures
Unit TDTF 297B	Conduct housekeeping activities
Unit TDTG 197B	Work effectively with others
Unit TDTI 297C	Apply customer service skills
Unit TDTL 197B	Complete workplace orientation/induction procedures
Unit TDTO 297B	Follow security procedures

Explanation of National Occupational Skills Standards (NOSS)

These NOSS have been developed by the ITC to be used by any person who is currently working handling cargo, or who wishes to be trained handling cargo.

NOSS are developed by industry and are based around the functions of a job. That is, they are developed by people who do the job and they specify the skills, knowledge and attitude that are applied by a person to complete the job. NOSS measure a person's ability to perform tasks to a standard of performance required in the workplace. NOSS are endorsed by the NATTB. They are national standards and can be used by any industry employing cargo handlers, or any training institution who wishes to provide training to cargo handlers.

NOSS can be used for things such as:

- providing benchmarks for training courses and issuing of qualifications
- providing benchmarks for assessment of skills and knowledge
- work organisation and developing job descriptions
- formally recognising existing skills and knowledge held by people in both formal and informal employment
- identifying training needs

Some Definitions

NOSS define the skills, knowledge and attitude required for effective performance in the workplace. Standards are expressed in outcome terms and have a standard format comprising Unit, Elements, Performance Criteria, Range Statement and Evidence Guide.

Each unit of competency identifies a discrete workplace requirement. It is generally regarded as the job function of a single person.

An Element of Competency is the basic building block of the Unit of Competency. Elements are expressed as an outcome, and an individual is assessed against the Element and must demonstrate they have the skills, knowledge and attitude to carry out that task or duty.

Performance Criteria are evaluative statements which specify what is to be assessed and the required level of performance. They specify the activities, skills, knowledge and attitude that provide evidence of competent performance for each element.

The Range Statement is part of a competency standard, which sets out a range of contexts in which performance can take place. The Range Statement helps the assessor to identify the specific industry or enterprise application of the unit of competency. A Range Statement is a part of the format of a competency standard and provides a context for the unit of competency, describing essential operating conditions that may be present with training and assessment, depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. As applicable, the meanings of key terms used in the performance criteria will also be explained in the range statement

The Evidence Guide is part of a unit of competency. Its purpose is to guide assessment of the unit of competency in the workplace and a training environment. The evidence guide specifies the context of assessment, the critical aspects of evidence and the required or underpinning knowledge and skills. The evidence guide relates directly to the performance criteria and range statement defined in the unit of competency

Assessment

To perform to the standard required in industry, an individual will need to demonstrate competency to the level specified in each Unit of Competency, i.e., he/she will need to show they have the level of skills, knowledge and attitude required by industry.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace as expressed in the relevant Unit of Competency.

An assessment judgement involves an assessor evaluating whether the evidence is current, valid, authentic and sufficient to make an assessment decision

The assessment system is a controlled and ordered process designed to ensure that assessment decisions made in relation to many individuals, by many assessors, in many situations, are consistent, fair, valid and reliable.

Levels

NOSS are allotted one of four levels. Below are descriptors of the four levels to be used in the development of NOSS in PNG across all occupations. They take into account international best practice in skill standards as well as the existing level descriptors used in PNG. The table does not represent a national qualifications framework, but is merely a guide to developers of NOSS

In the table below, **Level One** refers to the skills and knowledge used as an assistant to a more skilled worker. It may also describe some of the skills and knowledge used in the informal sector.

Level Two refers to the skills and knowledge used by a person working as part of a team to complete work tasks. Often they will be assisted by someone with level one skills and knowledge.

Level Three would be someone capable of completing a wide range of work tasks by themselves. An example is a tradesperson. Some problem solving is also involved, which implies a higher level of theoretical knowledge.

Level Four may be a front line supervisor such as a team leader or crew leader. It may also apply to more complicated work tasks that require a high level of theoretical understanding to complete. There would be a significant amount of problem solving that requires a depth of theoretical knowledge. Often the jobs in this area will be outside the traditional trade areas or be at a level that supervises tradespeople or a person who often works alone

	Knowledge	**Workplace Application**
Level 1	▪ Recall facts ▪ Recall general knowledge	▪ Routine jobs under supervision ▪ Established work procedures followed ▪ Repetitive and familiar work ▪ Assisting more skilled workers
Level 2	▪ Recall facts ▪ Recall main ideas in a field	▪ Work in defined routines and strategies ▪ Select appropriate work methods and tools and equipment ▪ Frequent supervision ▪ Follow instructions
Level 3	▪ Apply knowledge that includes knowledge of processes, techniques, materials, tools and equipment, terminology and sufficient theory to solve problems ▪ Conceptual and technical knowledge	▪ Routine and non routine work ▪ Problem solving – predictable areas ▪ Applying technical skills to a job ▪ Interpretation of work procedures/processes ▪ Direct the work of others in technical areas ▪ May work alone ▪ Minimal or no supervision ▪ Plan own work
Level 4	▪ Practical and theoretical knowledge used in a wide range of activities ▪ Highly specialised knowledge ▪ Knowledge of work procedures	▪ Routine and non routine work ▪ Develop and interpret work procedures and processes ▪ Solve problems – predictable and unpredictable ▪ Guide the work of others ▪ Responsible for own work

UNIT TITLE: **DRIVE VEHICLE**

UNIT CODE: **TDTC197B**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
Drive the vehicle	1. Start, steered, maneuvered, positioned and stopped vehicle in accordance with traffic regulations and manufacturer's instructions 2. Check engine power to ensure efficiency and performance and to minimise engine and transmission correct order. 3. Identify driving hazards and/or anticipate and avoid or control through defensive driving 4. Drive vehicle in forward and reverse, maintaining visibility and achieving accurate positioning 5. Use vehicle lights and indicators in accordance with traffic regulations and manufacturer's instructions 6. Park, shut down and secure vehicle in accordance with manufacturer's specifications, traffic regulations and workplace procedures 7. Follow appropriate procedures in the event of a driving emergency
2. Monitor traffic and road conditions	1. Take the most efficient route of travel through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely too cause delays or route deviations 2. Monitor and act upon Traffic and road conditions to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities 3. Comply with traffic signs and regulations according to Papua New Guinea traffic rules and regulations

3. Monitor and maintain vehicle performance	1. Check vehicle performance and maintained through pre-operational inspections 2. Monitor Performance and efficiency of vehicle operation during use 3. Report defective or irregular performance or malfunctions to the appropriate authority 4. Maintain, update Vehicle records and information and process in accordance with workplace procedures

RANGE STATEMENT:

This unit involves skills and knowledge required to drive commercial light vehicles and cars safely, including the systematic, safe and efficient control of all vehicles functions, monitoring of traffic and road conditions, management of vehicle condition and performance and effective of hazardous situations. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of the relevant road safety authority.

1. General context

1. Driving must be carried out in compliance with the license requirements and regulations of the relevant Papua New Guinea roads and traffic authority
2. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes
3. Driving involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle across a variety of driving contexts

2. Worksite environment

1. Type of vehicle includes cars and vehicles equal to or less than 4.5 tonnes GVM and seating up to 12 adults, including the driver, and all types of transmission
2. Driving may be carried out in typical road transport situations, including:
2.1. operations conducted at day or night
2.2. typical weather conditions
2.3. on the open road
2.4. on a private road
2.5. while at a depot, base or warehouse
2.6. while at a client's workplace or work site
3. Vehicle handling procedures may include:
3.1. starting a vehicle
3.2. steering and maneuvering a vehicle
3.3. accelerating and braking
3.4. positioning and stopping a vehicle
3.5. reversing a vehicle
3.6. operating vehicle controls, instruments and indicators
3.7. using defensive driving techniques
3.8. managing engine performance
4. Pre-operational checks may include:
4.1. visual check of vehicle
4.2. checking and topping up of fluid levels
4.3. checks of tyre pressures
4.4. checks of operation of vehicle lights and indicators
4.5. checks of brakes
5. Minor routine repairs may include:
5.1. replacement of blown globes in vehicle lights
5.2. replacement of broken fan belt
5.3. replacement of blown fuse
5.4. replacement of door mirrors
5.5. repairs to rear tail-light lens
5.6. changing of tyres
5.7. repair of tyre punctures
5.8. replacement of broken coolant hose

5.9. report and damp oil/petrol/diesel waste in an appropriate location
f. Driving hazards may include (examples only):
f.1. wet and iced roads
f.2. oil on road
f.3. animals and objects on road
f.4. fire in vehicle
f.5. leaking fuel
f.6. faulty brakes
f.7. parked vehicles on the road
f.8. faulty steering mechanism on vehicle
f.9. pedestrians crossing the road
f.10. flooded sections of road
f.11. windy sections of road
f.12. foggy conditions
g. Factors that can cause traffic delays and diversions may include (examples only):
g.1. traffic accidents
g.2. flooded sections of road
g.3. road damage
g.4. bridge/tunnel damage
g.5. road works
g.6. building construction
g.7. emergency situations such as bushfires, building fires, etc.
g.8. road closures for special events such as marches, parades, etc.
g.9. holiday traffic
g.10. road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
h.1. company procedures
h.2. enterprise procedures
h.3. organisational procedures
h.4. established procedures

3. Sources of information/ documents

a. Documentation/records may include:
a.1. Papua New Guinea driving licence requirements
a.2. Papua New Guinea road rules
a.3. workplace driving instructions and procedures
a.4. vehicle manufacturer's instructions, specifications and recommended driving procedures including pre-operational checks of vehicle
a.5. emergency procedures
a.6. vehicle log book or record book (where required)

4. Applicable regulations and legislation

a. Applicable procedures and codes may include:
a.1. relevant Papua New Guinea roads and traffic authority driving regulations and license requirements pertaining to the class of vehicle
a.2. relevant Papua New Guinea road rules
a.3. relevant Papua New Guinea permit regulations and requirements
a.4. relevant Papua New Guinea Occupational Health And Safety (OHS) legislation
a.5. relevant Papua New Guinea fatigue management regulations
a.6. Papua New Guinea environmental protection legislation

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. follow correct vehicle handling procedures
a.2. monitor traffic and road conditions
a.3. carry out pre-operational checks
a.4. monitor and maintain vehicle performance
a.5. follow Occupational Health and Safety OHS and environmental protection procedures and regulations
a.6. follow emergency procedures when required
Workplace strategies for HIV/AIDS prevention
Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other competency units that form part of a transport worker's job function

3. Required knowledge and skills

a. Relevant road rules, regulations, permit and licence requirements of the relevant Papua New Guinea road traffic authority
b. Relevant occupational health safety (OHS) and environmental procedures and regulations
c. Vehicle controls, instruments and indicators and their use
d. Vehicle handling procedures
e. Procedures to be followed in the event of a driving emergency
f. Engine power management and safe driving strategies
g. Efficient driving techniques
h. Pre-operational checks carried out on vehicle and related action
i. Differences between transmission types
j. Fatigue management techniques
k. Map reading and road navigation techniques
l. Driving hazards and related defensive driving techniques
m. Principles of stress management when driving a vehicle
n. Factors which may cause traffic delays and diversions and related action that can be taken by a driver
o. Workplace driving and operational instructions
p. Causes and effects of fatigue on drivers
q. Strategies to manage on-road fatigue
r. Factors which increase fatigue-related accidents
s. Lifestyles which promote the effective long-term management of fatigue
t. Ability to read instructions, procedures and signage relevant to the driving of a vehicle
u. Ability to monitor and anticipate traffic hazards and take appropriate action

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to drive a commercial vehicle equal to or less than 4.5 tonnes GVM and seating up to 12 adults (including the driver and all types of transmission), and/or
a.2. drive such a commercial vehicle in an appropriate range of

operational situations
a.3. load number of passengers and cargo strictly as required in accordance to Papua New Guinea traffic rules and regulation
a.4. heavy equipment loading requirements to be observered

5. Consistency in performance

a. Applies underpinning knowledge and skills when:
a.1. driving a vehicle
a.2. monitoring traffic and road conditions and taking appropriate action
a.3. carrying out pre-operational checks and taking appropriate action
a.4. monitoring and maintaining vehicle performance
a.5. exercising all required safety, environmental and hazard control precautions and procedures during driving operations
a.6. communicating effectively with others when driving a vehicle
a.7. completing required documentation
b. Shows evidence of application of relevant workplace procedures including:
b.1. relevant Papua New Guinea roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
b.2. Occupational Health and Safety (OHS) policies and procedures
b.3. identification of driving hazards and the use of appropriate defensive driving techniques
b.4. workplace procedures and work instructions(including security and housekeeping procedures)
b.5. relevant vehicle manufacturer's guidelines related to the driving of the vehicle
b.6. environmental protection procedures when driving a vehicle and carrying out pre-operational checks
c. Action is taken promptly to report and/or rectify any identified vehicle faults or malfunctions in accordance with manufacturer's instructions, road traffic authority requirements and workplace procedures
d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
e. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

6. Context for assessment

a. Assessment of competence must comply with the assessment requirements of the relevant Papua New Guinea road traffic authority
b. Assessment of this unit must be undertaken by a Registered Training Organisation:
b.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
b.2. Appropriate practical assessment must occur:
b.2.1. at the Registered Training Organisation, and/or
b.2.2. in an appropriate work situation

UNIT TITLE: **SHIFT MATERIALS SAFELY USING MANUAL HANDLING METHODS**

UNIT CODE: **TDTD197B**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Assess risks arising from the relocation of the load	a. Identify products, goods or materials to be relocated b. Identify locations for storage and determine potential routes to be followed c. Predict effect of load relocation based on original d. estimate the points of balance e. compare and adjust clearance for space availability f. consider effects of moving contents which may be loose, liquid, dangerous or hazardous g. consider potential risks in route(s) which may be followed h. Identify risks to self arising from the required lifting, load carrying, set down or movement of the goods i. Identify manual handling procedures for lifting, lowering and carrying, pushing and pulling j. Consider team lifting processes for application k. Wear appropriate personal protective equipment (PPE)
2. Plan load relocation	a. Plan relocation of the load consistent with the code of practice for manual handling b. Propose process for relocating load including predicting and planning for potential difficulties c. Check propose process against code of practice and workplace procedures for compliance
3. Relocate load	a. Lifting, lowering and carrying, pulling and pushing a load is in accordance with workplace procedures and OHS requirements b. Identify appropriate applications for team relocation of load c. Coordinate team lifting tasks d. Follow plan process and route e. Check stability for Relocated materials set down without damage to goods, personnel or equipment f. Check and report relocation to see that it meets work requirements, with any variance(s)

RANGE STATEMENT:

This unit involves the skills and knowledge required to shift loads using manual handling methods , including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan

1. General context a. Work must be carried out in compliance with the relevant occupational Health and safety (OHS) regulations concerning the manual lifting and movement of loads
b. Work is performed under some supervision generally within a team environment
c. Work involves the application of the basic principles for the safe lifting and movement of loads when shifting materials using manual handling methods as
part of day-to-day work

2. Worksite environment
a. The shifting operations may be conducted in a range of work environments by day or night
b. Customers may be internal or external
c. Workplaces may comprise large, medium or small worksites
d. Work may be conducted in:
d.1. restricted spaces
d.2. exposed conditions
d.3. controlled or open environments
e. Materials to be shifted may include:
e.1. goods
e.2. equipment and tools
e.3. cleaning materials
e.4. components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc.
e.5. materials used in the course of work such as drums of fuel, raw materials, packaging, etc.
f. Loads to be shifted may be:
f.1. irregularly shaped
f.2. packaged or unpackaged
f.3. labelled or unlabelled
g. Hazards in the work area may include exposure to:
g.1. chemicals
g.2. dangerous or hazardous substances
g.3. movements of equipment, goods and materials
h. Personnel in the work area may include:
h.1. workplace personnel
h.2. site visitors
h.3. contractors
h.4. official representatives
i. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
j.1. company procedures
j.2. enterprise procedures
j.3. organisational procedures
j.4. established procedures
k. Personal protection equipment may include:
k.1. gloves
k.2. safety headwear and footwear
k.3. safety glasses
k.4. two-way radios
k.5. high visibility clothing

3. Sources of information / documents

a. Information/documents may include:

a.1. goods identification numbers and codes
a.2. manifests, bar codes, goods and container identification
a.3. manufacturer's specifications for equipment/tools
a.4. workplace procedures and policies
a.5. supplier and/or client instructions
a.6. material safety data sheets
a.7. codes of practice including the National Standards for Manual Handling and the Industry Safety Code
a.8. relevant legislation, regulations and related documentation
a.9. award, enterprise bargaining agreement, other industrial arrangements
a.10. standards and certification requirements
a.11. quality assurance procedures
a.12. emergency procedures communication in the work area may include:

i.1. phone
i.2. electronic data interchange
i.3. fax
i.4. e-mail
i.5. Internet
i.6. radio
i.7. oral, aural or signed communications

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. locate, interpret and apply relevant information
a.2. provide customer/client service and work effectively with others
a.3. convey information in written and oral form
a.4. maintain workplace records
a.5. select and use appropriate workplace colloquial and technical language
and communication technologies in the workplace context
a.6. follow the designated work plan for the job
a.7. use appropriate techniques and body positioning when lifting, lowering
and carrying, pulling and pushing and team lifting

Workplace strategies for HIV/AIDS prevention

Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that
form part of a worker's job function

3. Required knowledge and skills

a. Relevant Occupational Health and Safety (OHS) and procedures and guidelines concerning the manual lifting
and movement of loads
b. Risks when manually lifting and handling materials and goods and related precautions to control the risk, including:
b.1. the load on the spine during lifting
b.2. controlled actions on a movement during lifting
b.3. rotation and side movement of the spine during lifting
b.4. postures and positions during lifting
b.5. work layout
b.6. weight of the load
b.7. load type and position
b.8. frequency of shifting operations
b.9. distance over which load is to be shifted
b.10. time allowed for the shifting of the load
c. Workplace procedures and policies for the shifting of goods and materials
d. Housekeeping standards procedures required in the workplace
e. Site layout and obstacles
f. Ability to modify activities depending on differing workplace contexts, risk situations and environments
g. Ability to read and comprehend simple statements in English including material data safety sheets (where applicable)
h. Ability to identify containers and goods coding, international marking dangerous goods (IMDG) markings and, where applicable, emergency information panels
i. Ability to estimate the size, shape and special requirements of loads

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to shift materials safely using manual handling methods, and/or
a.2. shift materials safely using manual handling methods in an appropriate range of operational situations

mate the size, shape and special requirements of loads

5. Consistency in performance

a. Applies underpinning knowledge and skills when:

a.1. following designated work plans for load shifting jobs

a.2. using appropriate techniques and body positioning when lifting, lowering and carrying a load and when pulling and pushing and team lifting

a.3. applying safety precautions relevant to the load shifting task

b. Shows evidence of application of relevant workplace procedures including:

b.1. Occupational Health and Safety (OHS) regulations and hazard prevention policies and procedures

b.2. workplace procedures and work instructions concerning the manual shifting of loads

b.3. obtaining assistance from other team members when required

b.4. housekeeping procedures

b.5. environmental protection procedures when shifting materials

c. Action is taken promptly to report and/or rectify any potential difficulties in safely shifting a load in accordance with OHS requirements and workplace procedures

d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts

e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

6. Context for assessment

a. Assessment of this unit must be undertaken by a Registered Training Organisation:

a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning

a.2. Appropriate practical assessment must occur:

a.2.1. at the Registered Training Organisation, and/or

a.2.2. in an appropriate work situation

UNIT TITLE: **PARTICIPATE IN BASIC WORKPLACE COMMUNICATION**

UNIT CODE: **TDTE397B**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Communicate information about routine tasks, processes, events or skills	a. Select and use an appropriate form of communication to meet the purpose required b. Demonstrate effective listening skills c. ask questions to gain additional information and to clarify understanding d. identify sources of information relevant to the communication e. select correctly Information in sequence f. undertake verbal and written reporting where required g. undertake communication in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups
2. Participate in group discussions to achieve appropriate work outcomes	a. Provide and sought responses to others in the group b. Provide constructive contributions in terms of the process c. communicate and record goals or outcomes
3. Represent views of the group to others	a. interpret, understand and accurately reflected views and opinions of others

RANGE STATEMENT:

This unit involves the skills and knowledge required to participate effectively in basic workshop communication, including communicating information about routine tasks, process, events, or skills, participating in group discussions to achieve appropriate work outcome, and representing views of a group to others

1. General context

a. Communication is carried out as an integral part of routine work in the context of the workplace concerned
b. Work is performed under some supervision, generally within a team environment
c. Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications

2. Worksite environment

a. Communication will be that involved in basic routine work functions and may occur by day or night and in a variety of work contexts
b. Communication modes may include:
b.1. active listening
b.2. group interaction
b.3. questioning to obtain information and/or clarify information and understanding
b.4. routine oral reporting
b.5. routine written reporting
b.6. participation in routine meetings in the workplace
b.7. basic recording of discussions
c. Communications may involve:
c.1. English-speaking persons
c.2. multilingual staff
c.3. persons with limited ability to communicate in English
c.4. Pidgin speaking person
c.5. Motu speaking person
c.6. native language
d. Communication problems may include:
d.1. misunderstanding
d.2. limited ability of others to communicate in English
d.3. noisy environments or communication channels
d.4. illegible writing or print
d.5. use of non-standard vocabulary
d.6. incorrect assumption that message has been received and/or correctly understood
e. Personnel in work area may include:
e.1. managers
e.2. supervisors/team leaders
e.3 workplace personnel
e.4. visitors
e.5. contractors
e.6. official representatives
f. Depending on the type of organisation concerned and the local terminology
used, workplace procedures may include:
f.1. company procedures
f.2. enterprise procedures
f.3. organisational procedures
f.4. established procedures

2. Worksite environment (cont)
g. Communication may involve the basic use of a range of communication
technology including:
g.1. phone
g.2. electronic data interchange
g.3. fax
g.4. e-mail
g.5. Internet
g.6. radio
g.7. letter
g.8. Television
g.9. two way radio

3. Sources of information/ documents
a. Information/documentation may include:
a.1. workplace procedures, checklists and instructions
a.2. goods identification numbers and codes
a.3. manifests, bar codes, goods and container identification
a.4. manufacturer's specifications
a.5. workplace policies
a.6. supplier and/or client instructions
a.7. material safety data sheets
a.8. relevant codes of practice including the national standards for manual handling and the industry safety code
a.9. legislation, regulations and related documentation
a.10. award, enterprise bargaining agreement, other industrial arrangements
a.11. standards and certification requirements
a.12. quality assurance procedures
a.13. emergency procedures

4. Applicable regulations and legislation
a. Applicable regulations and legislation may include:
a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
a.2. dangerous goods and freight regulations and codes
a.3. relevant Papua New Guinea Occupational Health and Safety (OH&S) legislation, rules and regulations
a.4. equal employment legislation and related policies
a.5. environmental protection regulations

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. communicate information about routine tasks, processes, events or skills
a.2. locate, interpret and apply relevant information
a.3. communicate effectively when providing customer/client service and when working with others
a.4. convey information in written and oral form
a.5. maintain basic workplace records
a.6. use workplace colloquial and technical language and communication technologies in the workplace context
a.7. participate in group discussions to achieve appropriate work outcomes
a.8. represent views of the group to others
a.9. read and interpret signs and symbols relevant to workplace functions
a.10. identify basic communication problems and take appropriate action

Workplace strategies for HIV/AIDS prevention
Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

3. Required knowledge and skills

a. Relevant procedures and duty of care requirements
b. Relevant Occupational Health and Safety (OHS) responsibilities
c. Basic communication techniques including barriers to effective communication and how to overcome them
d. Basic principles of effective communication
e. Protocols and procedures for communicating with others using relevant workplace technology
f. Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English and other languages
g. Typical communication problems and appropriate action and solutions

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to participate in basic workplace communication, and/or
a.2. participate in basic workplace communication in an appropriate range of operational situations

5. Consistency in performance

a. Applies underpinning knowledge and skills when:
a.1. communicating information about routine tasks, processes, events or skills
a.2. locating, interpreting and applying relevant basic workplace information
a.3. communicating effectively when providing customer/client service and when working with others
a.4. conveying information in written and oral form

a.5. maintaining basic workplace records
a.6. participating in group discussions and meetings
a.7. reading and interpreting signs and symbols relevant to workplace functions
a.8. identifying basic communication problems and taking appropriate action
b. Shows evidence of application of relevant workplace procedures including:
b.1. relevant regulations and codes
b.2. Occupational Health and Safety (OHS) regulations and hazard prevention policies and procedures
b.3. workplace procedures and work instructions
b.4. relevant guidelines related to the use of equipment
b.5. meeting procedures
b.6. environmental protection procedures
c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures
d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

6. Context for assessment

a. Assessment of this unit must be undertaken by a Registered Training Organisation:
a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
a.2. Appropriate practical assessment must occur:
a.2.1. at the Registered Training Organisation, and/or
a.2.2. in an appropriate work situation

UNIT TITLE: **CARRY OUT BASIC WORKPLACE CALCULATIONS**

UNIT CODE: **TDTE597B**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Carry out calculations	a. Count Items singly, batches and sort numerically, as required in workplace tasks b. use the four basic processes of addition, subtraction, multiplication and division to calculate and complete work tasks that are perform c. use the basic processes to calculate, fractions, percentages and mixed numbers that are required to complete workplace tasks d. Use the functions of a calculator, numeric keypad or computer to perform workplace tasks *e. check and correct for accuracy of Numerical information*
2. Prepare estimates	a. Estimate quantities of materials and resources require to complete a work task b. Estimate the time needed to complete a work activity c. Estimate accurately for work completion
3. Interpret graphical representations of mathematical information	a. recognise, interpret and act upon information represented in symbols, diagrams and pictorial representations in workplace tasks

RANGE STATEMENT:

This unit involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations, preparing basic estimates of mass, size and volume, and interpreting basic graphical representation of mathematical information. It includes the calculations for routine industry related tasks using manual and electronic process. It specially includes the skills and knowledge needed to estimate / calculate manual load shifting equipments

1. General context

a. Calculations are carried out as an integral part of routine work in the context of the workplace concerned
b. Work is performed under some supervision, generally within a team environment
c. Work involves the application of established mathematical principles and techniques in day-to-day work activities

2. Worksite environment

a. Calculations will be those involved in basic routine work functions and may occur by day or night and in a variety of work contexts
b. Calculations may involve:
b.1. money
b.2. volume, weight
b.4. time
b.5. length and distance, area, perimeter
c. Mathematical operations may include:
c.1. multiplication, division
c.3. addition, subtraction
c.5. percentages
c.6. fractions
c.7. mixed numbers

3. Sources of information/ documents

a. Information/documentation may include:
a.1. workplace procedures, checklists and instructions
a.2. goods identification numbers and codes
a.3. manifests, bar codes, goods and container identification
a.4. manufacturer's specifications
a.5. workplace policies
a.6. supplier and/or client instructions
a.7. material safety data sheets
a.8. relevant codes of practice including the national standards for manual handling and the industry safety code
a.9. award, enterprise bargaining agreement, other industrial arrangements
a.10. standards and certification requirements
a.11. quality assurance procedures

4. Applicable regulations and legislation

a. Applicable regulations and legislation may include:
a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
a.2. dangerous goods and freight regulations and codes
a.3. relevant Papua New Guinea Occupational Health and Safety (OHS) legislation

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. select appropriate mathematical processes for workplace tasks
a.2. select and use appropriate electronic and mechanical aids including calculators and computers
a.3. carry out calculations
a.4. prepare estimates
a.5. interpret graphical representations of mathematical information

Workplace strategies for HIV/AIDS prevention

Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

3. Required knowledge and skills

a. Relevant procedures and duty of care requirements
b. Relevant Occupational Health and Safety (OHS) responsibilities
c. Basic mathematical operations and techniques
d. Ways of representing basic mathematical information
e. Procedures for identifying and using relevant workplace technology when carrying out workplace calculations
f. Typical mathematical problems and appropriate action and solutions
g. Ability to carry out the four basic mathematical operations

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out basic workplace calculations, and/or
a.2. carry out basic workplace calculations in an appropriate range of operational situations

5. Consistency in performance

a. Applies underpinning knowledge and skills when:
a a.1. selecting appropriate mathematical processes for workplace tasks
a.2. selecting and using appropriate electronic and mechanical aids including calculators and computers
a.3. carrying out calculations
a.4. preparing estimates
a.5. interpreting graphical representations of mathematical information
b. Shows evidence of application of relevant workplace procedures including:
b.1. relevant regulations and codes
b.2. OHS regulations and hazard prevention policies and procedures
b.3. workplace procedures and work instructions
b.4. relevant guidelines relating to the use of computers and calculators
c. Action is taken promptly to report any workplace problems in accordance with regulations and workplace procedures
d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

6. Context for assessment

a. Assessment of this unit must be undertaken by a Registered Training Organisation:

a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
a.2. Appropriate practical assessment must occur:
a.2.1. at the Registered Training Organisation, and/or
a.2.2. in an appropriate work situation

UNIT TITLE: **FOLLOW OHS PROCEDURES**

UNIT CODE: **TDTF197B**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Follow workplace procedures for hazard identification and risk control	a. Know and follow workplace procedures for dealing with accidents, fire and emergencies b. Follow accurately workplace procedures for Occupational Health and Safety (OHS) and related work instructions for controlling risks in a workplace c. Identify hazards in the workplace and take appropriate action, report them to minimise or eliminate risk to personnel, workplace and the environment *d. Establish, interpret and apply Safety regulations, workplace safety and hazard control practices and procedures to day-to-day work activities* e. Follow correctly where relevant procedures and precautions, necessary for entry into confine spaces in the workplace f. Use correctly personal protection clothing and equipment in accordance with establish safety practices and procedures g. Follow establish emergency and contingency plans in the event of an emergency
2. Contribute to arrangements for the management of occupational health and safety	a. identify Occupational Health and safety (OHS) issues and safety hazards and raise with designated personnel in accordance with workplace procedures and relevant Occupational Health and safety (OHS) legislation, rules and regulations b. Make contributions to Occupational Health and safety (OHS) management in the workplace in accordance with workplace procedures and provisions of relevant legislation c. Raise issues regarding Occupational Health and safety (OHS) with designated personnel in accordance with workplace procedures and relevant OHS legislation d. contribute to participative arrangements for OHS management in the workplace and within workplace procedures and scope of responsibilities and competencies

3. Complete occupational health and safety records	a. Complete OHS records for self in accordance with workplace requirements b. Follow OHS records and legal requirements for the maintenance of records of occupational injury and diseases

RANGE STATEMENT:

This unit involves the skills and knowledge required to follow and apply OHS procedures when carrying out work activities, including identifying and following work place procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing occupational health and safety records.

1. General context

a. Work must be carried out in compliance with the relevant OHS regulations procedures
b. Work is performed under some supervision generally within a team environment
c. Work involves the application of the established OHS and hazard minimisation principles and procedures to the conduct of workplace activities

2. Worksite environment

a. The shifting operations may be conducted in a range of work environments day or night
b. Customers may be internal or external
c. Workplaces may comprise large, medium or small worksites
d. Work may be conducted in:
d.1. restricted spaces
d.2. exposed conditions
d.3. controlled or open environments
e. Workplace hazards may include:
e.1. chemicals and other harmful substances
e.2. movements of equipment, goods, vehicles
e.3. toxic substances
e.4. damaged packing material and containers
e.5. broken and damaged equipment
e.6. inflammable materials and fire hazards
e.7. lifting practices
e.8. waste management and disposal
e.9. extremes in weather conditions
e.10. lighting levels
e.11. floor surfaces
e.12. water hazards
e.13. traffic flows, vehicle and equipment operation
e.14. a range of storage areas
f. Personnel in the work area may include:
f.1. workplace personnel
f.2. site visitors
f.3. OHS specialists
f.4. union representatives
f.5. contractors
f.6. official representatives
g. Participative arrangements may include:
g.1. formal and informal meetings which deal with OHS issues
g.2. workplace OHS committees
g.3. other committees, for example, consultative, planning and purchasing
g.4. OHS representatives
g.5. suggestions, requests, reports and concerns put forward by staff

Communication in the work area may include:
h.1. phone
h.2. electronic data interchange
h.3. fax
h.4. e-mail
h.5. Internet
h.6. radio
h.7. letter
h.8. Television
h.9. two way radio

i. Designated personnel may include:
i.1. workplace personnel
i.2. supervisors
i.3. team leaders
i.4. management
i.5. occupational health and safety personnel
i.6. other persons authorised or nominated by the organisation
j. Personal protection equipment may include:
j.1. gloves
j.2. safety headwear and footwear
j.3. safety glasses
j.4. two-way radios
j.5. high visibility clothing
k. Depending on the type of organisation concerned and the local terminology
used, workplace procedures may include:
k.1. company procedures
k.2. enterprise procedures
k.3. organisational procedures
k.4. established procedures

3. Sources of information/documents
a. Information/documents may include:
a.1. OHS regulations
a.2. workplace OHS procedures and policies
a.3. codes of practice including the National Standards for Manual Handling and the Industry Safety Code
a.4. Dangerous Goods Code and material safety data sheets (where relevant)
a.5. policies and procedures for entry and work in confined spaces
a.6. manufacturer's instructions concerning the use and servicing of equipment
a.7. supplier and/or client instructions
a.8. emergency procedures
a.9. regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues
a.10. goods identification numbers and codes
a.11. manifests, bar codes, goods and container identification
a.12. relevant legislation, regulations and related documentation
a.13. award, enterprise bargaining agreement, other industrial arrangements
a.14. standards and certification requirements
a.15. quality assurance procedures

4. Applicable regulations and legislation

a. Applicable regulations and legislation may include:

a.1. relevant Papua New Guinea Occupational Health nad Safety (OHS) legislation and safety codes, including
manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.

a.2. general duty of care under OHS legislation

a.3. workplace relations regulations

a.4. workers compensation regulations

a.5. dangerous goods regulations

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. locate, interpret and apply relevant information
a.2. identify and follow workplace procedures for hazard identification and risk control
a.3. contribute to arrangements for the management of OHS in the workplace
a.4. complete OHS records as required
a.5. communicate effectively with others on workplace safety matters
a.6. convey information in written and oral form
a.7. maintain workplace records
a.8. use workplace colloquial and technical language and communication technologies in the workplace context
a.9. follow the requirements of relevant legislation and related Codes of Practice in relation to individual obligations for duty of care

Workplace strategies for HIV/AIDS prevention
Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

3. Required knowledge and skills

a. Relevant OHS and procedures and guidelines
b. Risks when using manually-operated equipment to shift loads and related precautions to control the risk
c. Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents
d. Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems
e. Signs and signals used for OHS warnings
f. Terms used in material safety data sheets (where relevant)
g. HAZCHEM symbols and implications for safe work and storage
h. Storage and use of hazardous substances
i. Handling of broken or damaged equipment
j. Manual and mechanically assisted lifting and load shifting procedures
k. Transport requirement for goods within workplace
l. Emergency and evacuation procedures
m. Housekeeping standards procedures required in the workplace
n. Site layout and obstacles
o. Ability to obtain and use relevant safety-related information including safety
labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice
p. Ability to use personal protection equipment
q. Ability to read and comprehend simple statements in English, Pidgin, Motu and Native languages
r. Ability to identify containers and goods coding, Dangerous Goods and *IMDG marking* and where applicable emergency information panels
s. Ability to estimate the size shape and special requirements of loads

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to follow OHS procedures in the completion of work activities, and/or

a.2. follow OHS procedures when completing workplace tasks in an appropriate range of operational situations

5. Consistency in performance

a. Applies underpinning knowledge and skills when:
a.1. locating, interpreting and applying relevant information
a.2. identifying and following workplace procedures for hazard identification and risk control
a.3. contributing to OHS arrangements in the workplace
a.4. completing OHS records as required
a.5. communicating effectively with others on OHS matters
a.6. maintaining workplace records
a.7. using workplace colloquial and technical language and communication technologies in the workplace context
a.8. following the requirements of relevant legislation and related Codes of Practice in relation to individual obligations for duty of care
b. Shows evidence of application of relevant workplace procedures including:
b.1. OHS regulations and hazard prevention policies and procedures
b.2. use of personal protection equipment appropriate to the task
b.3. checking and maintenance of equipment prior to use
b.4. emergency procedures
b.5. obtaining assistance from other team members when required
b.6. housekeeping procedures
c. Action is taken promptly to report and/or rectify any safety hazards and
incidents in accordance with OHS requirements and workplace procedures
d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

6. Context for assessment

a. Assessment of this unit must be undertaken by a Registered Training Organisation:
a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
a.2. Appropriate practical assessment must occur:
a.2.1. at the Registered Training Organisation, and/or
a.2.2. in an appropriate work situation

UNIT TITLE: **CONDUCT HOUSEKEEPING ACTIVITIES**

UNIT CODE: **TDTF297B**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Identify the housekeeping requirements procedures, and resources of different areas of the workplace	a. Workplace procedures for housekeeping are identified b. Equipment and consumables are selected in accordance with work area requirements c. Specific requirements for housekeeping activities in different parts of the employees' work area are identified and followed d. Requirements for the minor disassembly/reassembly of storage zones are identified (where applicable)
2. Monitor and maintain cleanliness and tidiness in the workplace	a. Initiative is used to continuously monitor the cleanliness and tidiness of the worksites used by the employees b. Housekeeping issues are raised with designated personnel in accordance with workplace procedures c. Housekeeping equipment and supplies are maintained and stored
3. Complete assigned housekeeping duties	a. Assigned housekeeping duties are conducted following workplace procedures and ensuring that waste is removed b. Maintenance requirements of any damaged items are notified to appropriate personnel c. Minor disassembly/reassembly of storage zones is conducted within enterprise policies and procedures d. Schedules and records for housekeeping duties are maintained e. Work areas are checked and meet required workplace standards f. Work is carried out following enterprise practices and safe work procedures

RANGE STATEMENT:

This unit involves the skills and knowledge required to conduct housekeeping activities in the workplace, including identifying required housekeeping requirements, procedures and resources for different areas of the workplace, monitoring and maintaining cleanliness and tidiness in the workplace, and completing assigned housekeeping tasks.

1. General context

a. Work must be carried out in accordance with workplace housekeeping procedures
b. Work is performed under some supervision generally within a team environment
c. Work involves the application of the basic safety principles to the completion of housekeeping tasks as part of workplace operations

2. Worksite environment

a. The housekeeping tasks may be conducted in a range of work environments by day or night
b. Customers may be internal or external
c. Workplaces may comprise large, medium or small worksites in the transport, warehousing, distribution and/or storage industries
d. Work may be conducted in:
d.1. tight or restricted spaces
d.2. exposed conditions
d.3. controlled or open environments
e. Housekeeping duties may include:
e.1. cleaning
e.2. returning goods or equipment to storage
e.3. repacking
e.4. waste removal
e.5. maintenance
f. Hazards in the work area may include exposure to:
f.1. chemicals
f.2. dangerous or hazardous substances
f.3. movements of equipment, goods and materials
g. Personnel in the work area may include:
g.1. workplace personnel
g.2. site visitors
g.3. contractors
g.4. official representatives
h. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
h.1. company procedures
h.2. enterprise procedures
h.3. organisational procedures
h.4. established procedures
i. Depending on workplace context, personal protection equipment may include:
i.1. gloves
i.2. safety headwear and footwear
i.3. safety glasses
i.4. two-way radios
i.5. high visibility clothing

3. Sources of information/ documents

a. Information/documents may include:
a.1. Occupational Health & Safety (OHS) and environmental protection regulations

a.2. workplace housekeeping procedures and policies
a.3. codes of practice including the National Standards for Manual Handling and the Industry Safety Code
a.4. material safety data sheets
a.5. policies and procedures for entry and work in confined spaces
a.6. manufacturer's instructions concerning the use and servicing of equipment
a.7. supplier and/or client instructions
a.8. emergency procedures
a.9. regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues
a.10. goods identification numbers and codes
a.11. manifests, bar codes, goods and container identification
a.12. relevant legislation, regulations and related documentation
a.13. award, enterprise bargaining agreement, other industrial arrangements
a.14. standards and certification requirements
a.15. quality assurance procedures

4. Applicable regulations and legislation
a. Applicable regulations and legislation may include:
a.1. relevant Papua New Guinea OHS legislation
a.2. relevant Papua New Guinea environmental protection legislation
a.3. workplace relations regulations
a.4. dangerous goods and air freight regulations

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. follow housekeeping procedures for different work areas
a.2. use relevant tools and equipment
a.3. safely handle solvent (organic and inorganic) cleaning products, steam and pressure equipment
a.4. use workplace colloquial and technical language and communication technologies in the workplace context
a.5. dispose of waste materials including segregation of particular wastes and specialist requirements
a.6. apply principles of reduction, re-use, recycle, recover and appropriate repair/replace decision making processes
a.7. interpret reasons for maintaining clean and tidy worksites, the tagging of unserviceable tools and equipment and following housekeeping and maintenance schedules
a.8. complete housekeeping inspection requirements
a.9. maintain workplace records

Workplace strategies for HIV/AIDS prevention
Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that
form part of a worker's job function

3. Required knowledge and skills

a. Relevant OHS and procedures and guidelines concerning housekeeping operations
b. Workplace procedures and policies for the carrying out housekeeping tasks in the workplace
c. Risks when carrying out housekeeping tasks and related precautions to control the risk
d. Housekeeping standards required in the workplace
e. Site layout and obstacles
f. Application of relevant industrial regulations and requirements
g. Maintenance procedures for housekeeping equipment
h. Ability to modify activities dependant on differing workplace contexts, risk situations and environments
i. Ability to read and comprehend simple statements in English
j. Ability to identify and correctly use housekeeping equipment, processes and procedures
k. Ability to follow routine maintenance procedures for housekeeping equipment

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to carry out housekeeping activities in a workplace, and/or
a.2. carry out housekeeping activities in an appropriate range of operational situations

5. Consistency in performance

a. Applies underpinning knowledge and skills when:
a.1. following housekeeping procedures for different work areas
a.2. using relevant tools and equipment

a.3. safely handling solvent (organic and inorganic) cleaning products, steam and pressure equipment
a.4. disposing of waste materials including segregation of particular wastes and specialist requirements
a.5. applying principles of reduction, re-use, recycle, recover and appropriate repair/replace decision making processes
a.6. interpreting reasons for maintaining clean and tidy worksites, the tagging of unserviceable tools and equipment and following housekeeping and maintenance schedules
a.7. completing housekeeping inspection requirements
a.8. maintaining required workplace records
b. Shows evidence of application of relevant workplace procedures including:
b.1. Occupational Health & Safety (OHS) regulations and hazard prevention policies and procedures
b.2. workplace housekeeping procedures and instructions
b.3. obtaining assistance from other team members when required
b.4. environmental protection procedures when shifting materials
c. Action is taken promptly to report and/or rectify any potential difficulties in housekeeping activities in accordance with workplace procedures
d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
e. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

6. Context for assessment
a. Assessment of this unit must be undertaken by a Registered Training Organisation:
a.1. As a minimum, assessment of knowledge must be conducted through
appropriate oral and/or written questioning
a.2. Appropriate practical assessment must occur:
a.2.1. at the Registered Training Organisation, and/or
a.2.2. in an appropriate work situation

UNIT TITLE: WORK EFFECTIVELY WITH OTHERS

UNIT CODE: TDTG197B

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Contribute to determination of appropriate work roles	a. Identify work roles of each group member based on information and instructions about objectives, performance requirements and procedures b. Make contributions to assist in the determination of the appropriate roles and responsibilities for the successful completion of the activity
2. Contribute to the planning of the activity	a. Contribute suggestions and information as appropriate to contribute to the planning of the activity and the associated procedures
3. Work with others	a. Use forms of communication appropriate to the activity b. Request assistance in the completion of the activities where appropriate c. Make contributions to the achievement of a required outcome d. *Undertake* work in accordance with specified procedures on an individual and shared basis as appropriate e. Discuss and resolve problems where possible through agreed and accepted processes f. Make and discuss suggestions for improvements to processes within the team

RANGE STATEMENT:

This unit involves the skills and knowledge required to work effectively with others in a workplace including contribution to determination of appropriate work role, contributing to the planning of activities, and working with others to complete the activities.

1. General context

a. Work is carried out in accordance with workplace procedures and relevant regulatory requirements
b. Work is performed under some supervision, generally within a team environment
c. Work involves the application of established procedures and appropriate interpersonal skills when working with others to complete workplace tasks

2. Worksite environment

a. Work involves basic routine work operations carried out in collaboration with others and may occur by day or night and in a variety of work contexts
b. Customers may be internal or external
c. Enterprises may comprise large, medium or small worksites
d. Work colleagues may include:
d.1. English-speaking persons
d.2. multilingual staff
d.3. persons with limited ability to communicate in English
d.4. persons from a range of cultural backgrounds
d.5. *Pidgin speaking person*
c.6. Motu speaking person
c.7. native language
e. Personnel in work area may include:
e.1. managers
e.2. supervisors/team leaders
e.3 workplace personnel
e.4. visitors
e.5. contractors
e.6. official representatives
f. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
f.1. company procedures
f.2. enterprise procedures
f.3. organisational procedures
f.4. established procedures
g. Communication may involve the basic use of a range of communication technology including:
g.1. phone
g.2. electronic data interchange (EDI)
g.3. fax
g.4. e-mail
g.5. Internet
g.6. radio

3. Sources of information/ documents

a. Information/documentation may include:
a.1. workplace procedures, checklists and instructions
a.2. goods identification numbers and codes
a.3. manifests, bar codes, goods and container identification
a.4. manufacturer's specifications
a.5. workplace policies
a.6. supplier and/or client instructions
a.7. material safety data sheets

a.8. relevant codes of practice including the national standards for manual handling and the industry safety code
a.9. legislation, regulations and related documentation
a.10. award, enterprise bargaining agreement, other industrial arrangements
a.11. standards and certification requirements
a.12. quality assurance procedures
a.13. emergency procedures

4. Applicable regulations and legislation

a. Applicable regulations and legislation may include:
a.1. relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
a.2. dangerous goods and freight regulations and codes
a.3. relevant Australian and State/Territory OHS legislation
a.4. equal employment legislation and related policies
a.5. environmental protection regulations

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. work cooperatively with others to complete tasks
a.2. contribute to collective planning, cooperative work and effective outcomes for the activity
a.3. locate, interpret and apply relevant information in conjunction with others
a.4. provide customer/client service effectively in conjunction with others
a.5. convey information in written and oral form
a.6. maintain workplace records
a.7. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context
a.8. follow the designated work plan for the job

Workplace strategies for HIV/AIDS prevention
Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that are part of a worker's job function

3. Required knowledge and skills

a. Relevant workplace standards and procedures and duty of care requirements
b. Relevant OHS and environmental protection procedures and responsibilities
c. Workplace structures and the roles and responsibilities of team/group members
d. Basic principles of teamwork
e. Focus of operation of work systems, equipment or management, site and organisational operating procedures
f. Ability to communicate effectively with others including multilingual persons and persons with a limited ability to speak or understand English
g. Ability to provide appropriate support to other team members
h. Ability to modify activities depending on differing workplace contexts and environment
i. Ability to identify and correctly use equipment, processes and procedures
j. Ability to apply relevant industrial or other legislative requirements

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other real and simulated practical and knowledge assessments that demonstrate the skills and knowledge to work effectively with others, and/or
a.2. work effectively with others on an appropriate range of operational tasks

5. Consistency in performance

a. Applies underpinning knowledge and skills when:
a.1. working cooperatively with others to complete tasks
a.2. contributing to collective planning, cooperative work and effective outcomes for the activity
a.3. locating, interpreting and applying relevant information in conjunction with others
a.4. providing customer/client service effectively in conjunction with others
a.5. conveying information in written and oral form
a.6. maintaining workplace records
a.7. selecting and using appropriate workplace colloquial and technical

language and communication technologies in the workplace context
a.8. following the designated work plan for the job
b. Shows evidence of application of relevant workplace procedures including:
b.1. relevant regulations and codes
b.2. OHS regulations and hazard prevention policies and procedures
b.3. workplace procedures and work instructions
b.4. relevant guidelines relating to the use of equipment
b.5. security and housekeeping procedures
b.6. environmental protection procedures
c. Action is taken promptly to report any workplace problems in accordance with workplace procedures
d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behavior and interactions among staff and others
f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

6. Context for assessment

a. Assessment of this unit must be undertaken by a Registered Training Organisation:
a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
a.2. Appropriate practical assessment must occur:
a.2.1. at the Registered Training Organisation, and/or
a.2.2. in an appropriate work situation

UNIT TITLE: **APPLY CUSTOMER SERVICE SKILLS**

UNIT CODE: **TDTI 297C**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Deal with customer inquiries	a. Deal with customer inquiries with courteously and efficiently both by phone and face to face b. Use questions to clarify the customer's needs or concerns c. sought assistance from other staff when a customer' s inquiry cannot be fully answered d. Use knowledge of products, services and/or operations to answer customer queries or to respond to customers' needs e. record and report in accordance with workplace procedures the customer inquiries and associated actions
2. Monitor customer satisfaction	a. Greet customer cordially in accordance with workplace procedures b. Deal with customer requirements according to workplace procedures c. Address special needs within workplace policies d. Provide appropriate feedback to managers and internal and/or external customers

RANGE STATEMENT:

This unit involves the skills and knowledge required to apply routine customer service skills to relevant work[place operations including dealing with customer inquires, monitoring customer satisfaction and taking appropriate action to satisfy customer

1. General context

a. Work must be must be carried out in accordance with workplace standards and procedures for the provision of customer service
b. Work is performed under supervision
c. Work involves the application of established routine customer service principles and procedures to day-to-day interactions with internal and external customers during workplace operations

2. Worksite environment

a. Customer service is provided in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight
b. Workplace activities may be conducted by day or night in any weather conditions
c. Customers may be internal or external
d. Requirements for work may include:
d.1. site restrictions and procedures
d.2. relevant domestic and international regulations
d.3. security procedures
d.4. communications equipment
d.5. hours of operation
d.6. authorities and permits
d.7. use of safety and personal protection equipment
e. Consultative processes may involve:
e.1. existing and potential customers/clients
e.2. other employees and supervisors
e.3. suppliers
e.4. manufacturers
e.5. relevant authorities
e.6. management
e.7. union representatives
e.8. Occupational Health & Safety (OHS) specialists
e.9. other maintenance, professional or technical staff
f. Communications systems may involve:
f.1. face-to-face conversation
f.2. telephone
f.3. fax
f.4. email
f.5. electronic data transfer of information (EDI)
f.6. mail
g. Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
g.1. company procedures
g.2. workplace procedures
g.3. organisational procedures
g.4. established procedures

3. Sources of information/documents

a. Documentation/records may include:
a.1. workplace procedures and customer service standards
a.2. job specifications
a.3. operations manuals and instructions

a.4. induction documentation
a.5. competency standards and training materials
a.6. manufacturer's specifications, instructions and advice including material safety data sheets
a.7. workplace operating procedures and policies
a.8. supplier and/or client instructions
a.9. relevant Papua New Guinea and international regulations, codes, standards and certification requirements
a.10. Occupational Health & Safety (OHS) procedures
a.11. quality assurance procedures
a.12. emergency procedures
a.13 customer service manuals

4. Applicable regulations and legislation

a. Applicable regulations and legislation may include:
a.1. relevant Papua New Guinea and international regulations, codes and procedures
a.2. relevant Papua New Guinea and international standards and certification requirements
a.3. dangerous goods and hazardous substances codes and regulations
a.4. relevant Papua New Guinea OHS legislation
a.5. relevant Papua New Guinea environmental protection legislation
a.6. relevant anti-discrimination legislation
a.7. relevant privacy and confidentiality legislation
a.8. relevant freedom of information requirements

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. analyse process functions and problems
a2. apply customer service policies, standards and procedures
a.3. use appropriate workplace language and communication technologies
a.4. locate, interpret and apply relevant information
a.5. maintain workplace records

Workplace strategies for HIV/AIDS prevention

Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job role

3. Required knowledge and skills

a. Knowledge of relevant duty of care responsibilities
b. Relevant OHS and environmental procedures and regulations
c. Workplace procedures relevant to work activities
d. Customer service policies and procedures
e. Products and/or services provided by the workplace concerned
f. Sources of information/documentation needed for workplace operations
g. Types of operations carried out in the workplace concerned
h. Ability to read and interpret instructions, procedures and labels relevant to work activities
i. Ability to write simple reports and records of inquiries
j. Ability to effectively handle customer queries and complaints
k. Ability to effectively use interpersonal skills
l. Ability to use appropriate communication skills, including telephone techniques

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other real or simulated practical and knowledge assessments that demonstrate the skills and knowledge to apply customer service skills within workplace activities, and/or
a.2. apply customer service skills within workplace activities in an appropriate range of operational contexts

5. Consistency in performance

a. Applies underpinning knowledge and skills when:
a.1. analysing process functions and problems
a.2. applying customer service policies, standards and procedures
a.3. using appropriate workplace language and communication technologies
a.4. locating, interpreting and applying relevant information
a.5. maintaining workplace records
b. Shows evidence of application of relevant workplace procedures including:
b.1. relevant duty of care responsibilities
b.2. OHS policies and procedures
b.3. customer service procedures and standards
b.4. quality assurance procedures (where existing)
b.5. workplace procedures and instructions (including security and housekeeping procedures)

b.6. environmental protection procedures
c. Action is taken promptly to report and/or rectify any identified customer service
problems/complaints in accordance with workplace procedures
d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
f. Work is completed systematically with required attention to detail and without injury to self or others or damage to goods or equipment

6. Context for assessment

a. Assessment of this unit must be undertaken by a Registered Training Organisation:
a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
a.2. Appropriate practical assessment must occur:
a.2.1. by the Registered Training Organisation in a workplace simulated facility with relevant equipment, simulated job orders, work instructions and deadlines, and/or
a.2.2. in an appropriate work situation

UNIT TITLE: **COMPLETE WORKPLACE ORIENTATION/INDUCTION PROCEDURES**

UNIT CODE: **TDTL197B**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Identify major areas of the workplace in terms of functions, organizational structures and occupations	a. Identify the layout of the workplace, the flow of materials and goods where relevant and the work activities conducted in each work area b. Outline organisational structure of the workplace and the relationship of structure to each occupation and classification grouping c. Identify the types of facilities in the workplace, their purpose and (any) risk factors attached to them d. Outline equipment and technology used in the workplace in terms of function and physical characteristics e. Identify Individual responsibilities under industrial agreements and act on in the conduct of assign duties f. Identify key internal and external customers and the workplace areas that serve them *g. Identify workplace hazards and related hazard and follow minimisation procedures* h. Identify relevant personal protection equipment (PPE) and correctly use them in accordance with regulations and workplace requirements i. Identify workplace emergency procedures and follow in real and simulated emergency situations
2. Organise and accept responsibility for own workload	a. Establish and record priorities and deadlines in consultation with others (as appropriate) b. work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected c. Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions d. Variations and difficulties affecting work requirements are identified through regular reviews and action is taken to report these issues to supervisory staff e. Additional support to improve work is communicated clearly to appropriate personnel

3. Apply ethical practices	a. Workplace procedures, regulations and legislation appropriate to the position are identified and followed b. Commitments and undertakings to clients, colleagues and supervisors are met c. Required confidentiality is maintained d. Appropriate codes of acceptable and ethical work practices are applied e. Workplace security policies are identified including the relationship to personal job role
4. Receive and act constructively on personal feedback	a. Suggestions on ways to improve work are sought regularly from appropriate personnel b. Feedback is acted upon as required to improve work performance
5. Participate in identifying and meeting own learning needs	a. Operations of the workplace, workplace equipment and focus of endeavour are identified b. Organisational structure, career paths and training opportunities appropriate to the enterprise are identified c. Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements d. Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others
6. Plan and organize a personal daily routine	a. Daily routine is planned to take into account rosters, industrial agreements and workplace procedures b. Clarification of requirements of tasks is sought when appropriate c. Achievable time and other performance measures are agreed d. Tasks are completed with variations to plan identified and reported

RANGE STATEMENT:

This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role, including identifying major areas of the workshop in terms of functions, organizational structures and occupations, and organizing and accepting responsibility for own work load. It also includes the application of ethical practices in work activities, receiving and acting constructively on personal feedback, participating in the identification and meeting of one's own learning needs, and planning and organizing a personal daily routine.

VARIABLE SCOPE

1. General context a. Workplace orientation/induction is completed to enable a worker to enter and
participate in the work activities of a workplace.
Orientation/induction activities
will be in accordance with the regulatory requirements and operational policies
and procedures for the workplace concerned.
b. Work is performed under some supervision, generally within a team
environment.
c. Work involves the development of the basic skills and knowledge to participate
safely and effectively in workplace activities.

2. Worksite environment

a. Work will involve basic routine work functions in a variety of relevant work
contexts
b. Customers may be internal or external
c. Operations may be conducted:
c.1. by day or night
c.2. in enclosed spaces
c.3. in exposed conditions
c.4. in controlled or open environments
d. Hazards may include:
d.1. vehicular traffic and pedestrians
d.2. uneven ground, steps, road surfaces
d.3. dust and vapours
d.4. hazardous or dangerous materials
d.5. humidity, air temperature and radiant heat
d.6. light including UV
d.7. noise
e. Consultative processes may involve:
e.1. clients
e.2. managers
e.3. supervisors/team leaders
e.4 workplace personnel
e.5. visitors
e.6. contractors
e.7. official representatives
e.8. union representatives
e.9. industrial relations and OHS specialists
e.10. other professional or technical staff
e.11. local government authorities
f. Depending on the type of organisation concerned and the local terminology

used, workplace procedures may include:
f.1. company procedures
f.2. enterprise procedures
f.3. organisational procedures
f.4. established procedures
g. Communication may involve the basic use of a range of communication
technology including:
g.1. phone
g.2. electronic data interchange (EDI)
g.3. fax
g.4. e-mail
g.5. Internet
g.6. radio
h. Personal protection equipment may include:
h.1. gloves
h.2. safety headwear and footwear
h.3. sunscreen, sunglasses and safety glasses
h.4. two-way radios
h.5. high visibility clothing

3. Sources of information/ documents

a. Information/documentation may include:
a.1. workplace procedures, checklists and instructions
a.2. operations manuals
a.3. induction/orientation documentation
a.4. competency standards and training materials
a.5. job specification, site/workplace map and details of organisation structure
a.6. conditions of service, relevant legislation, regulations and related
documentation
a.7. award, enterprise bargaining agreement, other industrial arrangements
a.8. relevant codes of practice including the national standards for manual
handling and the industry safety code
a.9. supplier and/or client instructions
a.10. manifests, bar codes, goods and container identification
a.11. goods identification numbers and codes
a.12. manufacturer's specifications
a.13. material safety data sheets
a.14. relevant Australian standards and certification requirements
a.15. quality assurance procedures
a.16. emergency procedures

4. Applicable regulations and legislation

a. Applicable regulations and legislation may include:
a.1. relevant regulations, standards and codes of practice, including the
Australian standards for manual handling and industry safety codes
a.2. dangerous goods and freight regulations and codes
a.3. relevant Australian and State/Territory OHS legislation
a.4. equal employment legislation and related policies
a.5. environmental protection regulations
a.6. licensing requirements for driving and carrying particular classes of goods
a.7. workplace relations legislation
a.8. workers compensation legislation

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. locate, interpret and apply relevant information
a.2. describe workplace operating principles, products and services
a.3. provide customer/client service and work effectively with others
a.4. read and interpret signs and symbols relevant to workplace functions
a.5. identify workplace hazards and follow hazard minimisation procedures
a.6. maintain basic workplace documentation and records
a.7. use workplace colloquial and technical language and communication
technologies in the workplace context
a.8. explain the purpose and requirements of the customers' needs and the
impact of that relationship to industry, enterprise structure, business
systems, environment, legal and government requirements
a.9. convey information in written and oral form
a.10. identify workplace structure and roles and responsibilities of the
individual's authority systems and contacts
a.11. follow workplace procedures and ethical requirements relevant to the
position
a.12. describe employee and employer obligations under award, employment
contract, OHS and other legislation in relation to engagement, working
times and conditions, dismissal and discipline

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that
form part of a worker's job function

3. Required knowledge and skills

a. Workplace procedures and standards and duty of care requirements including
OHS and environmental protection responsibilities
b. Conditions of service including:
b.1. employer and employee obligations under award
b.2. employment contract
b.3. OHS and other regulations in relation to engagement
b.4. working times and conditions
b.5. dismissal and discipline arrangements
c. Workplace structures and the roles and responsibilities of team/group
members
d. Site/workplace layout
e. Emergency procedures
f. Basic workplace documentation and record keeping procedures

and
requirements
g. Customer service standards and procedures
h. Workplace hazards and related hazard minimisation procedures
i. Personal protection equipment and instructions for its use
j. Ability to identify workplace products and services and their features
k. Ability to communicate effectively with others in the workplace
l. Ability to identify and correctly use equipment, processes and procedures

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other real and
simulated practical and knowledge assessments that demonstrate the
skills and knowledge to complete workplace orientation/induction procedures, and/or
a.2. complete workplace orientation/induction procedures in an appropriate
workplace context

5. Consistency in performance

a. Applies underpinning knowledge and skills when:
a.1. locating, interpreting and applying relevant workplace information
a.2. applying workplace operating procedures
a.3. providing customer/client service and working effectively with others
a.4. reading and interpreting signs and symbols relevant to workplace
functions
a.5. identifying workplace hazards and following hazard minimisation
procedures
a.6. maintaining basic workplace documentation and records
a.7. conveying information in written and oral form
a.8. identifying workplace products and services
b. Shows evidence of application of relevant workplace procedures including:
b.1. relevant regulations and codes
b.2. OHS regulations and hazard prevention policies and procedures
b.3. workplace procedures and work instructions
b.4. relevant guidelines relating to the use of equipment
b.5. emergency procedures
b.6. environmental protection procedures
c. Action is taken promptly to report any workplace incidents and/or problems in
accordance with regulations and workplace procedures
d. Performance is demonstrated consistently over a period of time and in a
suitable range of contexts
e. Work is completed systematically with required attention to detail without
damage to goods, equipment or personnel

6. Context for assessment

a. Assessment of this unit must be undertaken by a Registered Training Organisation:

a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning

a.2. Appropriate practical assessment must occur:

a.2.1. at the Registered Training Organisation, and/or

a.2.2. in an appropriate work situation

UNIT TITLE:	**FOLLOW SECURITY PROCEDURES**
UNIT CODE:	**TDTO 297B**

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Check seals on containers or packages	a. Check Seals to ensure that they are intact prior to commencement of unstuffing or unpacking operations b. Report damage seals in accordance with workplace operational procedures and statutory authority regulations
2. Take action to reseal or dispose of packages and empty containers	a. Unpacking/unstuffing operations is completed in accordance with workplace procedures and regulatory requirements b. Check and record entry/exit to or from work area c. Check personnel and/or vehicles in accordance with site operational procedures and statutory authority regulations to prevent unlawful entry into secured area and/or to prevent unlawful removal of goods (and cargo) d. Record entry/exit in accordance with site operational procedures
3. Secure pillage and high value goods	a. Secure pillageable and high value goods within specified location in accordance with workplace operational procedures and statutory authority regulations in accordance with workplace security procedures b. Report any breaches of security requirements promptly to designated personnel in accordance with workplace procedures
4. Record delivery of cargo	a. Record delivery of cargo from depot in accordance with workplace documentation procedures
5. Deal with and write reports on security incidents / emergencies	a. Deal with security incidents/emergencies with following statutory authority regulations and site operational procedures b. Write reports of incidents/emergencies communicate intended message in accordance with workplace requirements

RANGE STATEMENT:

This unit involves the skills and knowledge required to complete workplace orientation and induction procedures when commencing a new work role, including identifying major areas of the workshop in terms of functions, organizational structures and occupations, and organizing and accepting responsibility for own work load. It also includes the application of ethical practices in work activities, receiving and acting constructively on personal feedback, participating in the identification and meeting of one's own learning needs, and planning and organizing a personal daily routine.

1. General context

a. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning security procedures during transfer of cargo/freight
b. Work is performed under some supervision generally within a team environment
c. Work involves the application of workplace procedures and regulatory requirements to ensure that appropriate security procedures are followed when transferring cargo as part of work activities in the stevedoring, transport,
distribution and allied industries

2. Worksite environment

a. Work may be conducted in a range of work environments by day or night
b. Customers may be internal or external
c. Workplaces may comprise large, medium or small worksites
d. Work may be conducted in:
d.1. limited or restricted spaces
d.2. exposed conditions
d.3. controlled or open environments
e. Security procedures for high value goods may include:
e.1. marks/numbers identified and recorded
e.2. goods to be secured are tallied
e.3. storage location matches product characteristics including fire risks, weather damage or requirements of workplace
e.4. shortages and damage are reported
f. Recording procedures for the delivery of cargo may include:
f.1. carrier and vehicle registration
f.2. cargo, including marks/numbers
f.3. cargo documentation
f.4. number of pallets
f.5. gate pass and time of exit
g. Documentation may include:
g.1. export receival advice
g.2. customs clearance
g.3. gate pass/VMO clearance
h. Authorised personnel seeking entry to terminal/wharf may include:
h.1. carriers
h.2. customs
h.3. officers of the Australian Quarantine and Inspection Service
h.4. port authority
h.5. shipping agents
h.6. stevedoring employees
h.7. ships crew

h.8. union representatives
h.9. contractors
i. Containers/cargo identified by marks, numbers and quantities
j. Reports may be verbal and/or written
k. Hazards in the work area may include exposure to:
k.1. chemicals
k.2. dangerous or hazardous substances
k.3. movements of equipment, goods, materials and vehicular traffic
l. Personal protection equipment may include:
l.1. gloves
l.2. safety headwear and footwear
l.3. safety glasses
l.4. two-way radios
l.5. protective clothing
l.6. high visibility clothing
m. Communication in the work area may include:
m.1. phone
m.2. fax
m.3. email
m.4. electronic data transfer (EDI)
m.5. RF systems
m.6. radio
m.7. oral, aural or signed communications
n. Depending on the type of organisation concerned and the local terminology
used, workplace procedures may include:
n.1. company procedures
n.2. enterprise procedures
n.3. organisational procedures
n.4. established procedures

3. Sources of information/documents
a. Information/documents may include:
a.1. goods identification numbers and codes
a.2. manifests, bar codes, and container identification/serial number
a.3. Papua new Guinea and international codes of practice and regulations relevant to
the secure transfer of cargo
a.4. Papua New Guinea and international regulations and codes of practice for the
handling and transport of dangerous goods and hazardous substances
a.5. operations manuals, job specifications and induction documentation
a.6. manufacturer's specifications for equipment
a.7. workplace procedures and policies
a.8. supplier and/or client instructions
a.9. dangerous goods declarations and material safety data sheets (where applicable)
a.10. award, enterprise bargaining agreement, other industrial arrangements
a.11. relevant Papua New Guinea standards and certification requirements
a.12. quality assurance procedures
a.13. emergency procedures

4. Applicable regulations and legislation

a. Applicable regulations and legislation may include:

a.1. relevant codes and regulations for the transfer of cargo/freight

a.2. Papua New Guinea and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

a.2.1. Papua New Guinea and International Dangerous Goods Codes

a.2.2. Papua New Guinea Marine Orders and the International Maritime Dangerous Goods Code

a.2.3. IATA's 'Dangerous Goods by Air' regulations

a.2.4. Papua New Guinea and International Explosives Codes

a.3. licence, patent or copyright arrangements

a.4. water and road use and licence arrangements

a.5. export/import/quarantine/bond requirements

a.6. marine orders

a.7. relevant Papua New Guinea Occupational Health & Safety (OHS) and environmental protection legislation

a.8. workplace relations regulations

a.9. workers compensation regulations

EVIDENCE GUIDE:

1. Critical aspects of evidence to be considered

a. Assessment must confirm appropriate knowledge and skills to:
a.1. check seals on containers or packages
a.2. take actions to reseal or dispose of packages and empty containers
a.3. secure pillage and high value goods
a.4. record delivery of cargo
a.5. deal with and write reports on security incidents/emergencies
a.6. locate, interpret and apply relevant information
a.7. provide customer/client service and work effectively with others
a.8. convey information in written and/oral form
a.9. maintain workplace records
a.10. select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context

Workplace strategies for HIV/AIDS prevention
Workplace strategies for ensuring workers living with HIV/AIDS are treated fairly in the workplace

2. Interdependent assessment of units

a. This unit of competency may be assessed in conjunction with other units that form part of a worker's job function

3. Required knowledge and skills

a. Papua New Guinea and international codes and regulations relevant to the security arrangements during the transfer of cargo/freight
b. Relevant OHS and environmental protection procedures and guidelines
c. Workplace security procedures and policies when transferring cargo/freight
d. Focus of operation of work systems, equipment, management and site operating systems for the secure transfer of cargo/freight
e. Security problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve/avoid the problems
f. Site layout and operating procedures
g. Types of hazardous cargo and special handling procedures
h. The marking and numbering systems for cargo
i. Relevant bond, quarantine or other legislative requirements
j. Ability to:
j.1. identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo/freight
j.2. modify activities depending on differing workplace contexts, risk situations and environments
j.3. read and interpret instructions, procedures and labels relevant to the secure transfer of cargo/freight
j.4. identify cargo, container and goods, coding, ADG/IMDG markings and where applicable emergency information panels
j.5. receive, acknowledge and send messages with available communications equipment

4. Resource implications

a. Access is required to opportunities to:
a.1. participate in a range of exercises, case studies and other simulated practical and knowledge assessments that demonstrate the skills and knowledge to follow security procedures, and/or
a.2. follow security procedures during the transfer of cargo/freight in an appropriate range of operational workplace situations

5. a. Applies underpinning knowledge and skills when:
a.1. checking seals on containers or packages
a.2. taking action to reseal or dispose of packages and empty containers
a.3. securing pillage and high value goods
a.4. recording delivery of cargo
a.5. dealing with and writing reports on security incidents/emergencies
a.6. locating, interpreting and applying relevant information
a.7. providing customer/client service and working effectively with others
a.8. conveying information in written and/oral form
a.9. maintaining workplace records
b. Shows evidence of application of relevant workplace procedures including:
b.1. relevant codes of practice and legislative requirements pertaining to security arrangements during the transfer of cargo
b.2. Papua New Guinea and international regulations and codes of practice for the
handling and transport of dangerous goods and hazardous substances (where applicable)
b.3. workplace security procedures and instructions
b.4. OHS policies and procedures
b.5. issue resolution procedures
b.6. obtaining assistance from other team members when required
b.7. relevant guidelines relating to the safe use of equipment
b.8. customer service and quality assurance procedures and policies
b.9. environmental protection procedures
c. Action is taken promptly to report any accidents, emergencies or security incidents in accordance with regulatory requirements and workplace procedures
d. Performance is demonstrated consistently over a period of time and in a suitable range of contexts
e. Recognises and adapts appropriately to cultural differences in the workplace, including modes of behaviour and interactions among staff and others
f. Work is completed systematically with required attention to detail without damage to goods, equipment or personnel

6. Context for assessment
a. Assessment of this unit must be undertaken by a Registered Training Organisation:
a.1. As a minimum, assessment of knowledge must be conducted through appropriate oral and/or written questioning
a.2. Appropriate practical assessment must occur:
a.2.1. at the Registered Training Organisation, and/or
a.2.2. in an appropriate work situation