

Tumut High School Primary Industries: Follow OHS Procedures RTC2701A 20 hours [Core: Yr. 11]

Underpinning knowledge to achieve performance criteria:

- Employee & employer responsibilities under the OHS Act.
- Enterprise procedures relating to hazards, fires, emergencies, accidents & risk control.
- OHS signs & symbols relevant to work area.

Underpinning skills to achieve performance criteria:

- Follow workplace procedures for hazard identification & risk control.
- Ability to read safety warning signs.
- Observe safety during work operations.
- Participate in arrangements for maintaining health & safety of all people in the workplace.

HSC Requirements & Advice:

- Key Terms & Concepts

- duty of care	- eliminate/control risks	- emergency services	- emergency situations	- employee & employer rights
- health & safety	- hazard identification	- manual handling	- monitor/report/record	- OHS
- OH&S Act 2000	- OH&S Regulations 2001	- OHS committee	- OHS signs & symbols	- participative arrangements
- PPE	- reporting	- risk assessment	- safe work practices	- safety training
- Workcover				

Evidence Guide:

Competence in following OHS procedures requires evidence: - hazards have been recognised & reported

- relevant workplace procedures are compiled with
- contributions have been made to participative arrangements

Skills & knowledge required to follow OHS procedures must be transferable to the range of work environments and contexts.

- use of different workplaces, OHS issues, work situations and terms.

Processes should be applied to this competency standard:

There are a number of processes that are learnt throughout work & life, which are required in all jobs. Questions highlight how these processes are applied in this competency standard.

0: not required 1: perform the process 2: perform & administer the process 3: perform, administer & design the process

- | | |
|--|---|
| 1. How can <i>communication of ideas & information</i> (1) be applied? | By raising OHS issues verbally with supervisor & others |
| 2. How can <i>information be collected, analysed & organised</i> (1)? | By recognising hazards, keeping maintenance records & reporting accidents & dangerous occurrences |
| 3. How are <i>activities planned & organised</i> (1)? | Following OHS procedures requires limited planning & organising. |
| 4. How can <i>team work</i> (1) be applied? | Following OHS procedures will require participation with others in a team. |
| 5. How can the use of <i>mathematical ideas & techniques</i> (1) be applied? | To determine liquids & weights used in the workplace. |
| 6. How can <i>problem solving skills</i> (1) be applied? | To determine appropriate action in emergency. |
| 7. How can the <i>use of technology</i> (1) be applied? | By the use of communication equipment to raise OHS issues. |

Element of Competency & Performance Criteria	Teaching Strategies & Activities	Resources	Assessment	Registration
<p>1. Follow workplace procedures for hazard identification & risk control</p> <p>1.1 <i>Hazards in the workplace</i> - recognised & reported to personnel</p> <p>HSC Requirements & Advice: Workpalce procedures for hazard identification & control - Knowledge of designated personnel for hazard identification - Enterprise policies & procedures for reporting hazards in the workplace include accessing manuals/ guides & relevant personnel</p>	<p>^ Identify potential hazards in Ag farm. Risk Assessment. ^ Farm safety audit</p>	<p>^ Potential Hazards W.S. in THS Ag farm ^ Workplace safety inspection checklist</p>	<p>^ Hazard W.S.</p>	
<p>1.2 Assessment of risk with identified hazards</p> <p>HSC Requirements & Advice: - Basic understanding of risk assessment: identify hazards/ assess associated risks/ strategies to control/eliminate risks - Identify hazards within workplace: tools/equipment// machinery operation/ vehicles & tractors/ manual handling/electricity/outdoor work/handling hazardous</p>	<p>^ Priority/hierarchy of risk ^ Hierarchy of control eliminate/substitute/isolate engineer/work practices/PPE</p>	<p>^ Protective devices used on farm machinery ^ 15minute farm safety check(workcover)</p>	<p>^ Reasons for hazard priority ^ Farm safety check</p>	
<p>1.3 Workplace procedures & work instructions for controlling risks</p> <p>HSC Requirements & Advice: - Awareness of OHS include: PPE/drinking water/first aid/access to first aid kits/safety signs/emergency plans/environmental policies - Risk control: waterways/vehicles & tractors/tool mach. & equipt/hazardous substances/electricity/noise/emergencies/outdoor work/work with animal & plants</p>	<p>^ Policies of farm/school/workp. ^ work orders/ daily work routines Operational procedures for equip. & associated PPE</p>	<p>^ Ag farm assistant work schedules/DET requirements</p>	<p>^ Discussion & questioning</p>	
<p>1.4 Workplace procedures for fire/ accidents/emergencies are followed</p> <p>HSC Requirements & Advice: - Processes & procedures for dealing with emergencies: roles responsibilities & reporting. – Emergencies. include; fire/electrical/chemical spills/ gas leaks/natural disaster</p>	<p>^ School evacuation procedures & protocols for accidents/incidents emergency procedures: reporting & recording. Work cover requirements</p>	<p>^ Fire hazards in farm ^ Schools policies ^ GIO relevant forms ^ WWW.workcover.com.au</p>	<p>^ Questioning & written responses ^ Submit GIO forms</p>	<p>RTC2701A ii</p>

Element of Competency & Performance Criteria	Teaching Strategies & Activities	Resources	Assessment	Registration
<p>1.5 Risks to fellow workers/other people & animals are recognised & action taken</p> <p>HSC Requirements & Advice: - Potential risks in workplace: emergencies/ uses of gases in confined places/ use of machinery & equipment/working with animals</p>	<p>^Identify risks with chemicals, gas, machinery, animals, dust, sun, noise eg. sheep muster/collect eggs ^ Children on farm hazards</p>	<p>^ Hazard identification worksheet for farm/WP ^ Children on farm hazards</p>	<p>^ Hazard worksheet ^ Reasons for hazard</p>	
<p>1.6 <i>Employee responsibilities</i> prescribed in OHS legislation are recognised</p> <p>HSC Requirements & Advice: - Cost of workplace injury: human/ social/ economic/ organisational - Basic understanding of: OHS Act 2000/ OHS Regulation 2001 NSW/ Workers compensation Act 1987 NSW - Employer responsibilities under OHS Act (refer to Part B for detail) - Employee responsibilities (refer to Part B for detail) - Basic understanding of OHS committee & responsibilities to health & safety procedures: (refer to Part B for detail)</p>	<p>^ List responsibilities of employer in work placement & enterprises</p>	<p>^ Video: A 2 Way Street ^ VET THS employer expect. ^ OHS committee/Act/Reg.</p>	<p>^ Question/answer ^ Work task</p>	
<p>1.7 Safety training is undertaken as directed</p> <p>HSC Requirements & Advice: - Awareness of safety training include: use of machinery/ chemical use/ OHS induction/ hazard identification & assessment</p>	<p>^ Employee qualifications/chemical/ machinery/confined spaces</p>	<p>^ SMARTtrain/ operate tractors/1st Aid/ CPR</p>	<p>^ SMARTtrain assess ^1st Aid/CPR assess</p>	
<p>2. Observe safe practices during work operations</p> <p>2.1 Perform work where PPE is required/identified/used/maintained/stored in accordance with enterprise</p> <p>HSC Requirements & Advice: - PPE: include: footwear, head protection, gloves, overalls, apron, respirator, face mask, hearing protection, eye protection, sunscreen, water clothing - Importance & Maintenance of PPE</p>	<p>^ Identify/use/clean/store PPE in spraying task, Ecology Reserve ^ PPE when animal handling/ machinery use</p>	<p>^ Tractor Operation & Maintenance course ^ Operate Tractors Workcover</p>	<p>^ Observation & questioning ^ SMARTtrain ^ examinations</p>	<p>RTC2701A iii</p>

Element of Competency & Performance Criteria	Teaching Strategies & Activities	Resources	Assessment	Registration
2.2 Basic safety checks on all machinery & equipment before used	^ Pre-start checks ^ POWER: petrol/oil/water/electrics/rubber	^ Operators manual ^ Operate tractors	^ Observation & questioning	
2.3 Hazards identified when handling hazardous substances. Risk assessed in OHS. Enterprise <i>procedures</i> HSC Requirements & Advice: - Hazardous substances include: chemicals/ gases/ waste material	^ Farm chemicals: risk assess. hazard identified - collection/ transport/ application storage/disposal	^ Chemical labels ^ MSDS ^ Chemical videos ^ SMARTtrain	^ Written responses ^ SMARTtrain assess ^ Examinations	
2.4 Noise hazards identified notified/risk assess in OHS	^ Loudness monitor: check all machinery & manuals. Decibel	^ Monitor ^ Manuals OHS info	^ Written responses ^ Observations	
2.5 Manual handling job risks are assessed prior to work carried out. HSC Requirements & Advice: - Manual handling include: moving/ lifting/ shovelling/ hand held tools/ loading storing at heights/ bending/ repetitious tasks/ handling plants & animals	^ Assess daily tasks of farm assistant for risks: Establish control options ^ Procedures for safe handling of livestock(self/animals/others)	^ Farm Assistant daily task list ^ Workcover: lift info	^ Role play ^ Work tasks	
2.6 Information on OHS is assessed as required HSC Requirements & Advice: - Sources of information include: training manuals/ enterprise policies & procedures/ Workcover documents/ legislation/ operators manuals/ manufacturers spec. - Awareness of key bodies in OHS: Workcover/ Farmsafe Australia/ Farmsafe NSW - Basic understanding of: workers compensation & public liability	^ Awareness & access to relevant information ^ Relates to 1.3:1.4:1.6:1.7 ^ Public liability ^ Workers compensation	^ Workcover ^ Operators manual ^Farmsafe Australia ^ Farmsafe (NSW Assoc) ^ Samples of Workers comp	^ Questioning & responses	RTC2701A iv

Element of Competency & Performance Criteria	Teaching Strategies & Activities	Resources	Assessment	Registration
<p>3. Participate in arrangements for maintaining health & safety of all people in the workplace</p> <p>3.1 Individuals have input into ongoing monitoring & reporting on all aspects of workplace safety</p> <p>HSC Requirements & Advice:</p> <ul style="list-style-type: none"> - Roles & responsibilities of OHS committees - Concept of 'participation' in workplace safety 	<ul style="list-style-type: none"> ^ Attend farm meeting ^ Agenda & minutes developed ^ Identify & report OHS issues 	<ul style="list-style-type: none"> ^ Workplace safety ^ OHS requirements in workplace 	<ul style="list-style-type: none"> ^ Minutes of meeting ^ Questions within meeting 	
<p>3.2 OHS issues raised with personnel in accordance with enterprise enterprise procedures & OHS regulation</p> <p>HSC Requirements & Advice:</p> <ul style="list-style-type: none"> - Monitor & reporting OHS include: documentation(safety audits/accident reports & Workcover forms)/ registers/ logs/ checklists/files - OHS issues include: unsafe machinery/procedures/practices & inadequate facilities -OHS hazard 	<ul style="list-style-type: none"> ^ An unsafe situation scenario in farm: report of issues & knowledge of work place policies 	<ul style="list-style-type: none"> ^ Assessing risk documents ^ Hazard identification of Ag farm 	<ul style="list-style-type: none"> ^ Role play ^ Discussion & questioning 	
<p>3.3 Contributions to <i>participative arrangements</i> in the workplace are made within organisational procedures</p>	<ul style="list-style-type: none"> ^ Continuation of 3.2: students active in process 	<ul style="list-style-type: none"> ^ OHS hazards 	<ul style="list-style-type: none"> ^ Role play ^ Discussion & questioning 	
<p>3.4 Contributions are provided towards the development of effective solutions to control the level of risk associated with enterprise activities</p>	<ul style="list-style-type: none"> ^ Formation of solutions to an unsafe situation scenario in the farm 	<ul style="list-style-type: none"> ^ Assessing risk documents ^ Hazard identification of Ag farm & its solutions 	<ul style="list-style-type: none"> ^ Written responses ^ Discussion & observation 	
<p>Evaluation:</p>				<p>RTC2701A V</p>

ASSESSMENT OF RTC2701A- Follow OH&S Procedures

There are a number of assessment strategies that can be used to gather evidence of student competency for this unit. The competencies being assessed and the assessment requirement of the unit will determine the choice of strategies.

Observation;

- information can be recorded using checklists or log books

Oral tests or questioning:

- assess students ability to listen, interpret and communication ideas & information

Reports:

- investigate or report on an exercise; in the on-job or off-the-job training.

Simulation/role-play/case study:

- wide range of interpersonal skills assessed this way
- case studies enable students to display problem solving & decision making skills

Portfolio of Evidence:

- documentary material to provide evidence of performance against set criteria
- can include direct/ indirect & supplementary sources.

Written test:

- focus on knowledge, comprehension or problem-solving skills

Strategies	ELEMENTS	
	1	2
Observation		
Written test		
Oral Questioning		
Report		
Simulation		
Portfolio		

- Board of Studies Assessment should be referred to for types of assessment tools used to assess these elements competencies in this CORE Unit. School based assessment policy for the year 11 Primary Industries should be accessed for referral.

Tumut High School Primary Industries: Participate in workplace communication RTC2801A 10 hours [Core: Yr. 11]

Underpinning knowledge to achieve performance criteria:

- = Effective communication.
- = Written communication.
- = Communication procedures & systems & technology relevant to enterprise & individual's work responsibilities.
- = OHS legislative requirements & Codes of Practice.
- = Different modes of communication.
- = Effective communication in a work team.

Underpinning skills to achieve performance criteria:

- = Follow simple spoken messages.
- = Gather & provide information in response to workplace requirements.
- = Estimate, calculate & record routine workplace measures.
- = Estimation processes.
- = Perform routine workplace duties following simple written notices.
- = Complete relevant work related documents.
- = Basic mathematical processes, subtraction, division & multiplication.
- = Participate in workplace meetings & discussions.

HSC Requirements & Advice:

➤ Key Terms & Concepts

- active listening
- appropriate language
- basic maths processes
- clarification
- conditions of employment
- cultural diversity
- effective verbal communication
- enterprise requirements
- meeting protocols
- enterprise communication procedures
- locate & store information
- modes of communication
- personal presentation
- types of meetings
- reporting & recording
- types of meetings
- types of teams
- verbal & non verbal comm.
- workplace forms
- workplace information
- written workplace notices & instructions.

Evidence Guide:

Participating in workplace communication s in the workplace requires evidence:

- Effective communication has been carried out according to elements & criteria; according to workplace guidelines & procedures.
- Skills & knowledge required to participate in workplace communications must be transferable to a range of work environments.
- Different workplace, types of communication & work teams.

Processes should be applied to this competency standard:

There are a number of processes that are learnt throughout work & life, which are required in all jobs. Questions highlight how these processes are applied in this competency standard.

0: not required 1: perform the process 2: perform & administer the process 3: perform, administer & design the process

1. How can *communication of ideas & information* (1) be applied? By discussion with supervisors & others
2. How can *information be collected, analysed & organised* (1)? By obtaining various work place documents & processing them accordingly.
3. How are *activities planned & organised* (1)? Participating in workplace communications requires limited planning & organising.
4. How can *team work* (1) be applied? Participating in workplace communications will require participation with others in a team.
5. How can the use of *mathematical ideas & techniques* (1) be applied? Maths ideas & techniques can be applied by calculating & recording workplace information.
6. How can *problem solving skills* (1) be applied? In emergencies or communication breakdowns, technical problems may arise/solutions need.
7. How can the *use of technology* (1) be applied? Calculators, computers, telephones & radios may be required to communicate & calculate.

Element of Competency & Performance Criteria	Teaching Strategies & Activities	Resources	Assessment	Registration
3. Follow routine spoken messages 3.1 Required information is gathered by listening & is correctly interpreted	^ Update chemical inventory ^ Use of phone to update MSDS in Ag farm	^ Current farm inventory ^ Chemical MSDS resource ^ Phone protocol	^ Phone activity & correct protocol ^ Access of MSDS	
HSC Requirements & Advice: - Forms of communication include: Verbal & non-verbal - Effective communication techniques include: active listening & barriers to effective listening. - Modes of verbal communication: face to face: telephone: answering machine: two way radio				
3.2 Instructions/procedures followed in appropriate sequence for tasks & in accordance with info received	^ Workplacement or work block ^ Routine tasks: - list task/rank task in priority - questions to supervisor	^ Work routine worksheet ^ Workplace manual: students/employer expectations	^ Written/observation ^ Submission of work task document	
HSC Requirements & Advice: - Industry standards for workplace interaction include: courtesy/ discretion/ confidentially/ structured follow up procedures				
3.3 Clarification is sought from work place supervisor on all occasions when instruction/procedure is not understood	^ Workplacement or work block: Forms of communication: example:2 way radio/telephone face-to-face /written(electronic /memos/instruction non verbal (gestures/signals/signsdiagrams).	^ Work routine worksheet ^ Forms of communication used & listed in work place	^Submission of work task from workplace ^ List of comm'ation forms used in work.	
HSC Requirements & Advice: - Clarification through workplace interactions include: ➤ verbal discussions (face to face/ telephone/ electronic/ two way radio) ➤ written form: (electronic/ memos/ forms) ➤ non verbal: (gestures/ signals/ signs/ diagrams)				
4. Perform workplace duties following routine written notices: 2.1 Written workplace notices & instructions are read & interpreted correctly	Workplacement or work block ^ Contact to supervisor ^ Workplace requirements eg timing/clothing/transport	^ Requirements of students entering workplace document ^ Student to make contact	^ Written notes on needs of student entering workplace	RTC2801A ii

Element of Competency &	Teaching Strategies & Activities	Resources	Assessment	Registration
<p>Performance Criteria (con't)</p> <p>3.1 Routine written instructions/ procedures are followed in sequence</p> <p>HSC Requirements & Advice: - Written workplace notices include;</p>	<p>Workplacement or work block</p> <p>^ List tasks & reasoning for sequencing of task & timing</p> <p>instructions/ labels/ symbols/ signs/ tables/ simple graphs/ personnel information/ notes/ rosters/ safety material/ messages/ industry network details/ enterprise specific data</p>	<p>^ Specific enterprise workplacement & work sheet</p> <p>^ Protocol in Ag farm</p>	<p>^ Submission of routine task document</p> <p>^ Written responses</p>	
<p>➤ Routine written instructions procedures are followed in sequence</p> <p>HSC Requirements & Advice: -Procedure include:</p>	<p>^ Dress requirements for tasks</p> <p>^ Routine tasks: -priority to tasks on daily basis</p> <p>+ Safety (dress requirements) + Directions from supervisor + PPE + working policies</p>	<p>^ Work routine worksheet</p> <p>^ Dress code for tasks</p> <p>^ PPE for tasks</p> <p>^ Protocol in Ag farm</p>	<p>^ Written/observation</p> <p>^ Submission of work task document</p>	
<p>➤ Clarification is sought from workplace supervisor on all occasions when instruction or procedure is not understood</p> <p>HSC Requirements & Advice: - Understanding of the organisational chain of command & appropriate sources of advice.</p>	<p>^ Organisational command of workplace</p> <p>^ Supervisors responsibility</p>	<p>^ "Nature of workplace Communication": Video</p> <p>^ Sources of communication in Ag farm.</p>	<p>^ Written</p> <p>^ Organisational sequence of workplacement</p>	
<p>➤ Obtain & provide information in response to workplace requirements</p> <p>3.1 Specific, relevant information is obtained</p> <p>HSC Requirements & Advice: - Identification of appropriate information sources: reference material/ library/ internet/ industry experts/ colleagues. - Effective questioning techniques: open question/ closed question/ reflective questions</p>	<p>^ Research rural occupations relevant to workplace & work block enterprises</p>	<p>^ Reference material</p> <p>^ Industry expertise</p> <p>^ Internet/library</p>	<p>^ Report on selected career choice & its job roles/career options/expectations</p>	<p>RTC2801A iii</p>

Element of Competency & Performance Criteria	Teaching Strategies & Activities	Resources	Assessment	Registration
<p>➤ Important information is interpreted correctly</p> <p>HSC Requirements & Advice: - Importance of; questioning & active listening/ summarising & clarifying information</p>	<p>^ Attend Landcare meeting ^ Attend specialised field day or professional seminar ^ Henty Field Day ^ As 3.1 activities</p>	<p>^ Local Vet ^ Landcare ^ Dept of Ag</p>	<p>^ Report ^ Observation & questioning</p>	
<p>➤ Information is written completely accurately & legibly</p> <p>HSC Requirements & Advice: - Written communication: e-mail/ facsimiles/ letters/ memos/ workplace forms ➤ Awareness of appropriate language for communication ➤ Importance of recording information that is: clear & concise/ direct/ purposeful/ accurate & legible</p>	<p>^ Send & collect a facsimile & e-mail</p>	<p>^ Access to computer facilities & facsimile</p>	<p>^ Submission of facsimile & e-mail</p>	
<p>➤ Sources of required information are identified & appropriate <i>contact</i> established</p> <p>HSC Requirements & Advice: - Access information through contacts: suppliers/ industry bodies/ local govt./ regulatory bodies/ trade personnel/ contractors & advisers ➤ Modes of communication: face-to-face/ telephone/ written/ e-mail/ facsimile/ 2 way radio/ mobile phone/ answering machine/ paging systems</p>	<p>^ Select a professional career in primary industry & research career using other means than used in 3.1</p>	<p>^ Suppliers/ local govt. trade personnel/ regulatory bodies/ training personnel/ contractors/ advisers</p>	<p>^ Written report ^ Seminar report</p>	
<p>➤ Personal <i>interaction</i> is courteous & enquires carried out clearly & concisely</p> <p>HSC Requirements & Advice: ➤ Understanding of workplace interactions: being efficient/ effective/ responsive/ courteous/ & supportive ➤ Use correct forms of greeting/ identification/ & address ➤ Present enterprise in positive way// discretion// confidentiality</p>	<p>^ Send & collect a facsimile & e-mail ^ 2 way radio communication</p>	<p>^ Access to computer facilities & facsimile ^ Fire brigade radios</p>	<p>^ Role play ^ Work tasks</p>	<p>RTC2801A iv</p>

Element of Competency & Performance Criteria	Teaching Strategies & Activities	Resources	Assessment	Registration
3.6 Defined workplace procedures for the location & <i>storage</i> of information used	<ul style="list-style-type: none"> ^ Investigate the storage of data in Ag farm. Weather data/animal chemical records 	<ul style="list-style-type: none"> ^ Files in Ag farm ^ Animal ethics requirement 	<ul style="list-style-type: none"> ^ Examination ^ SMARTtrain ^ Question/observe 	
HSC Requirements & Advice:				
<ul style="list-style-type: none"> ➤ Storage of information using manual & electronic filing systems ➤ Awareness of following work procedures when locate & store information 				
.....				
<ul style="list-style-type: none"> ➤ Complete relevant work related documents ➤ Range of <i>forms</i> relating to conditions of employment are completed accurately & legibly 	<ul style="list-style-type: none"> ^ Investigate a variety of employment situations & forms required ^ Use DET & farm assistant ^ Choose a job title; enquire about <ul style="list-style-type: none"> ➤ award covering chosen job ➤ is it federal or state award? ➤ How & where can apply? 	<ul style="list-style-type: none"> ^ ‘Sign on’ book ^ Incident forms ^ Telephone messages ^ OH&S reports/work rosters ^ Dept Industrial Relations ^ www.dir.nsw.gov.au Examples of job contracts 	<ul style="list-style-type: none"> ^ Complete a sample form for particular workplace 	
HSC Requirements & Advice:				
- Workplace forms relating to conditions of employment: personnel forms/ work rosters/ time sheets				
.....				
4.2 Workplace data is recorded on standard workplace forms & documents	<ul style="list-style-type: none"> ^ Estimates & calculations of pay/ leave entitlements/allowances/ materials usage/product characteristics(weather/stock No’s) ^ Chemical inventory: quantities ^ Ag farm supplies order procedure ^ Examine pay slips: gross/net pay tax deductions/ tax brackets(ATO) ^ Sample employment declaration form ^ Group certificates ^ Superannuation schemes & application forms 	<ul style="list-style-type: none"> ^ Completed relevant forms ^ Workplace entitlements/ Pastoral Award ^ Order processes of supplies ^ www.ato.com.au 	<ul style="list-style-type: none"> ^ Written ^ Discussion & questioning ^ Collection of completed forms 	

Element of Competency & Performance Criteria	Teaching Strategies & Activities	Resources	Assessment	Registration
4.2 (con't) HSC Requirements & Advice: > Workplace forms: telephone messages/ stock control/ invoice & orders/ safety reports Standards of information: accuracy/ legibility/ terminology				
4.3 Basic Mathematical processes used for routine calculations HSC Requirements & Advice: - Perform routine calculations of; pay/ leave entitlements/ workplace allowances/ materials usage/ products characteristics(length:weight:time;temp:stock age & Nos)	^ Average weights of animals ^ Calculate: pays/entitlements etc. ^ Area of Ag farm & Bonner Fields (designated area %)	^ Pay/entitlements of sample enterprise employees ^ Animals weigh records	^ Written ^ Recorded results	
3.2 Errors in recording information on forms/documents are identified & rectified	^ Appropriate forms eg pay/ workers entitlements. Student to locate errors on completed forms	^ Completed forms from 4.2 & 4.3 above	^ Corrected completed forms from 4.2/4.3	
3.3 Reporting requirements to supervisor are completed according to enterprise guidelines HSC Requirements & Advice: - Understand lines of reporting & communication with supervisors within the workplace	^ Calculate: pays/entitlements etc as 4.2 & 4.3 above	^ Completed relevant forms ^ Pay/entitlements of sample enterprise employees	^ Written ^ Discussion & questioning	
4 Participate in workplace meetings & discussions 5.1 Team meetings are attended on time HSC Requirements & Advice: > Meeting types include: formal & informal: small & large groups > Types of teams: work function/ level of supervision/ work roster	^ Farm meeting agenda/present/minutes/frequency questions & timing ^ Attend Landcare/Fire Brigade meeting	^ Record of question & response ^ Minutes of meeting	^ Written ^ Observations/ & questions	RTC2801A vi

Element of Competency & Performance	Teaching Strategies Criteria	Resources & Activities	Assessment	Registration
<p>5.2 Own opinions are clearly expressed & those of others are listened to without interruption</p> <p>HSC Requirements & Advice:</p> <ul style="list-style-type: none"> ➤ Effective verbal communication: appropriate language/ clear voice/ audible volume/ courteous tone ➤ Effective communication techniques to listening: active listening/ barriers to effective listening 	<p>^ Workplacement or work block</p> <p>^ Interaction within above & farm meeting</p>	<p>^ Meeting protocol</p> <p>^ Interaction in work place & organisation meetings</p>	<p>^ Written questions & responses to own enquiries</p>	
<p>4.1 Meeting inputs are consistent with meeting purpose & established <i>protocols</i></p> <p>HSC Requirements & Advice:</p> <ul style="list-style-type: none"> ➤ Meeting purposes include: staff, team & client //customer meetings ➤ Meeting protocols include: observation of opening meetings/ meeting minutes/ nominating & seconding proposals ➤ Compliance with meeting decisions ➤ Obeying meeting instructions ➤ confidentiality 	<p>^ Protocols of meeting outlined</p> <p>^ student input consistent with meeting processes</p>	<p>^ Meeting protocol</p>	<p>^ Written responses to meeting: 5.1</p>	
<p>4.2 Workplace interaction are conducted in a courteous manner appropriate to cultural background & authority in the enterprise procedures</p> <p>HSC Requirements & Advice:</p> <ul style="list-style-type: none"> ➤ Appreciation of how cultural diversity contributes to differing social values & expectations & customs ➤ Importance of: tolerating & respecting differences/ adopting a sensitive approach when dealing with another's point of view/Constructively raising & discussing issues <p>-An understanding of hierarchical structures within enterprises</p>	<p>^ Workplacement or work block</p> <p>^ Employer report on students manner, interest/involvement</p>	<p>^ Enterprise employers</p> <p>^ Workplacement or work block student report</p>	<p>^ Student report from work activities</p>	

Element of Competency & Performance	Teaching Strategies Criteria	Resources & Activities	Assessment	Registration
4.3 Questions about simple routine workplace procedure & matters concerning conditions of employment are asked & responded to	^ Questions raised on workplacement & work block re: procedures conditions & employment	^ Workplacement or work block student report	^ Student report from work activities	
4.4 Meeting outcomes are interpreted & implemented	^ each student in teams or individual to implemented at least one meeting outcome	^ Identified resources as per meeting outcome	^ Completed outcome from meeting	
Evaluation:				

ASSESSMENT OF RTC2801A- Participate in workplace communication

There are a number of assessment strategies that can be used to gather evidence of student competency for this unit. The competencies being assessed and the assessment requirement of the unit will determine the choice of strategies.

Observation;

- information can be recorded using checklists or log books

Oral tests or questioning:

- assess students ability to listen, interpret and communication ideas & information

Reports:

- investigate or report on an exercise; in the on-job or off-the-job training.

Simulation/role-play/case study:

- wide range of interpersonal skills assessed this way
- case studies enable students to display problem solving & decision making skills

Portfolio of Evidence:

- documentary material to provide evidence of performance against set criteria
- can include direct/ indirect & supplementary sources.

Written test:

- focus on knowledge, comprehension or problem-solving skills

Strategies	ELEMENTS	
	1	2
Observation		
Written test		
Oral Questioning		
Report		
Simulation		
Portfolio		

- Board of Studies Assessment should be referred to for types of assessment tools used to assess these elements competencies in this CORE Unit. School based assessment policy for the year 11 Primary Industries should be accessed for referral.