Packaging of Competency Standards for Vocational Qualifications

CCAVEO2001   CVQ Level 2 – Audio & Visual Editing Operations

Unit Code	Unit Title	Mandatory/ Elective
AV00201	Monitor and Maintain Post-Production Equipment and Environment	Mandatory
AV00202	Copy Materials to Non-Broadcast Format	Mandatory
AV00203	Digitise Pictures and Sound for Non-Linear Editing	Mandatory
AV00204	Edit Pictures and Sound to Specification	Mandatory
AV00205	Transfer Images to Animation and Special Effects Medium	Mandatory
AV00206	Copy Materials to Broadcast Format	Mandatory
ITICOR0041A	Communicate in the workplace	Mandatory
ITCCOR0021B	Follow occupational health and safety procedures	Mandatory

AV00201: Monitor and Maintain Post-Production Equipment and Environment

Unit Descriptor:

This unit deals with the skills and knowledge required for monitoring and maintaining post-production equipment and environment. It describes the work expectations associated with preparing and maintaining equipment for electronic post-production as well as, labelling, storing and monitoring the movement of picture and sound materials.

ELEMENTS Candidates must be able to:	PERFORMANCE CRITERIA	
1 Prepare and maintain equipment for electronic post-production	1.1	Identify the requirements for supplies and equipment from specified information sources
	1.2	Handle equipment and supplies according to manufacturer's instructions, to minimize risks to people, equipment and the supplies
	1.3	Check that the post-production environment is clean and tidy prior to use and allows for safe working practices
	1.4	Check connecting cables to ensure that they are in place and are working effectively
	1.5	Check the equipment and controls to ensure that they are working effectively
	1.6	Check monitoring equipment prior to line-up and confirm that it is working effectively
	1.7	Check and confirm equipment pluggings and user settings are correct
	1.8	Report serious faults or problems in equipment immediately to the supervisor
	1.9	Label any broken, dangerous and unusable equipment clearly and notify the appropriate person promptly
	1.10	Check that the labels are accurate, legible, up-to-date and meet agreed standards
2 Label, store and monitor the movement of picture and sound materials	2.1	Record details of all materials used, accurately, according to organization procedures
	2.2	File the records in the assigned location

2.3   Place completed materials in the assigned location for storage, dispatch or use and return source materials to its assigned place

2.4   Return post-production equipment and environments to a clean and tidy condition after use ensuring that settings and levels are returned to normal operating conditions

RANGE STATEMENT

Information sources include:
- notes
- tapes/cd's/dvd's/portable hard drive
- log   sheets

Materials include:
- tapes
- contai   ners
- comp   uter disks
- dvd's
- hard   disks
- cabl   es

UNDERPINNING KNOWLEDGE & SKILLS
Candidates must know:

1. what is the purpose of the different types of materials and equipment required for post-production

2. what are the different aspect ratios of source materials and their implications for the equipment

3. what types of equipment faults can be tackled by the operator and how are these resolved

4. what are the factors to consider when storing materials

5. what are the nature and purpose of library and storage systems and how to use them

6. what information should be included on labels

7. how to monitor and record the movement of materials to, from and within the post-production environment

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include the ability to:

- handle equipment and supplies correctly and safely
- prepare and confirm that equipment, pluggings, cables and controls are working effectively
- record details of materials used accurately
- label and store all records, source materials and completed materials in the assigned location

(2) Method of Assessment

Assessors should g ather a ran ge of evidence tha t is valid, su fficient, curre nt and a uthentic. Evidence ca n be gath ered thro ugh a variety of wa ys in cluding direct ob servation, supe rvisor's reports, p roject work, sa mples and questioning. Questioning techni ques should n ot re quire language, lite racy an d numeracy skills beyon d tho se required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate m ust be pe rmitted to refer to any relevant workpla ce procedu res, pro duct and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone. The assessment environment should not disadvantage the candidate.

AV00202   Copy Materials to Non-Broadcast Format

Unit Descriptor:	This unit de als with the skill s and knowledge required for copying materials to non-broadcast format. It describes th e wo rk expe ctations associated with preparing materials for copying and copying the specified materials.

ELEMENTS Candidates must be able to:	PERFORMANCE CRITERIA	
1 Prepare materials for copying	1.1	Identify source materials accurately and check that they are in the correct format for the equipment
	1.2	Protect all materials while working
	1.3	Select the required quality setting, resolution, frame rate, aspect ratio and format according to the final output to be produced
	1.4	Configure software according to the required specification
	1.5	Identify copying requirements from written and oral information sources accurately
	1.6	Check that sufficient supplies of record materials of the required format and capacity are available for use
	1.7	Check that the equipment is in good working order and that settings are returned to default positions
	1.8	Select the appropriate vision source for the record machine input
	1.9	Select appropriate sound sources according to the sound track inputs
2 Copy specified materials	2.1	Handle and operate equipment and materials according to manufacturer's specifications
	2.2	Load source materials according to established procedures and check and adjust their parameters where required
	2.3	Perform a test run to check that the transfer operates as required
	2.4	Assess completed recordings thoroughly to identify any faults
	2.5	Take appropriate remedial action to resolve any errors or faults identified

2.6 Make the required number of copies, in the correct format, within the specified timescale

2.7 Report problems in completing the work to specification to the supervisor immediately

2.8 Record details of the work undertaken accurately according to organization procedures

RANGE STATEMENT

Information sources include:
- notes
- tapes/cd's/dvd's/portable hard drive
- log   sheets

Sound sources include:
- cd's
- tapes
- dvd's
- portable hard drive

Material includes:
- cd's
- tapes
- dvd's
- portable hard drive

Vision source includes:
- tapes
- dvd's
- portable hard drive

Equipment includes:
- recorder
- burn   er

UNDERPINNING KNOWLEDGE & SKILLS
Candidates must know:

1. what are the different broadcast and non-broadcast formats and standards

2. how to locate the required materials

3. how to protect master materials

4. how to recognize different aspect ratios and how to ensure that the specified aspect ratio is maintained

5. what resources are needed to copy materials to different formats

6. what are the default settings and how to modify them when necessary

7. what are the cable connection procedures

8. what are the types of faults that can occur and how to recognize and resolve them

9. how to identify and locate specified sections of the material

10. what information should be included when logging and labelling copies

EVIDENCE GUIDE

(1) Critical Aspects of Evidence

Evidence should include the ability to:

- select the required quality setting, resolution, frame rate, aspect ratio and format according to the final output to be produced
- config ure software according to the required specification
- select the appropriate vision source for the record machine input
- select appropriate sound sources according to the sound track inputs
- handle and operate equipment and materials safely and correctly
- load source materials correctly
- perform a test run
- assess completed recordings and resolve errors or faults identified

(2) Method of Assessment

Assessors should g ather a ran ge of evidence tha t is valid, su fficient, curre nt and a uthentic. Evidence ca n be gath ered thro ugh a variety of wa ys in cluding direct ob servation, supe rvisor's reports, p roject work, sa mples and questioning. Questioning techni ques should n ot re quire language, lite racy an d numeracy skills beyon d tho se required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate m ust be pe rmitted to refer to any relevant workpla ce procedu res, pro duct and manufacturing specifications, codes, standards, manuals and reference materials.

(3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone. The assessment environment should not disadvantage the candidate

AV00203:   Digitise Pictures and Sound for Non-Linear Editing

Unit Descriptor:

This unit de als with the skill s a nd knowledge required fo r digitizing pictures a nd soun d for non-lin ear editing. It describ es the work expectations associ ated with pre paring equi pment and mate rials fo r digitizing and digitizing specified materials.

ELEMENTS Candidates must be able to:	PERFORMANCE CRITERIA	
1 Prepare equipment and materials for digitizing	1.1	Obtain relevant information on source materials and the outcomes required from the producer/director
	1.2	Identify and log any changes in the quality setting, resolution, frame rate, aspect ratio and format, accurately according to organizational procedures
	1.3	Clarify unclear requirements immediately with the producer/director
	1.4	Provide sufficient supplies of source materials according to the outcome required
	1.5	Transfer the format of source material to ensure compatibility with available equipment
	1.6	Assess the technical quality of source materials accurately and take necessary remedial action
	1.7	Check that labels and other identifiers associated with the source material are logged and recorded to facilitate the recapture
	1.8	Select the correct resolution and storage location according to organizational procedures
	1.9	Check that there is sufficient storage capacity at the required resolution
	1.10	Identify the time code and audio settings on source tape and adjust to ensure compatibility and functionality
	1.11	Report any problems immediately to the director/producer
2 Digitise specified materials	2.1	Check and line up picture and sound levels correctly, every time the source tape is changed
	2.2	Select specified tracks accurately from the source materials, for digitising
	2.3	Monitor the technical quality sufficiently according to

organizational procedures, to identify any problems during the digitising process

2.4   Label digitised materials according to organizational procedures and store in the assigned location

2.5   Complete records accurately in the specified format, giving details of work undertaken and of the finished product

RANGE STATEMENT

Source materials include:
- cd's
- tapes
- dvd's
- portable hard drive

Equipment include:
- tape   player
- dvd   player

UNDERPINNING KNOWLEDGE & SKILLS
Candidates must know:

1.   what are the sources of information to determine the materials to be digitised

2.   what are the reasons for digitising materials

3.   what are the different formats of logs and how are they used

4.   what are the different quality settings, resolutions, frame rates, aspect ratios and formats of source materials and their digitising requirements

5.   what are the various formats of source materials and their effect on the digitising process

6.   what are the different approaches required if the pictures and sound come from separate sources

7.   how does consideration of picture and sound levels, format, aspect ratio and compression differ when material is for on-line or off-line use

8.   why do materials need to be time-coded and what is done if they are not

9.   what are the different audio formats and how to make the appropriate adjustments

10.   what aspects of technical quality should be monitored during the digitising process and how to resolve associated faults and problems

11.   how to log, name and mark digitised materials

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence

Evidence should include the ability to:
- log any changes in th e quality settin g, re solution, frame rate, aspe ct ratio and fo rmat, accurately
- transfer the format of source material to ensure compatibility with available equipment
- assess the technical quality of source materials and take remedial action when necessary
- select the correct resolution and storage location according to established procedures
- adjust time code and audio settings on source tape to ensure compatibility and functionality
- line up picture and sound levels correctly
- label di gitised materi als according to est ablished pro cedures and store i n the a ssigned location
- record wo rk undertaken and detail s of the fi nished pro duct according to organi zational procedures

(2)   Method of Assessment

Assessors should g ather a ran ge of evidence tha t is valid, su fficient, curre nt and a uthentic. Evidence ca n be gath ered thro ugh a variety of wa ys in cluding direct ob servation, supe rvisor's reports, p roject work, sa mples and questioning. Questioning techni ques should n ot re quire language, lite racy an d n umeracy skills beyon d tho se required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate m ust be pe rmitted to refer to any relevant workpla ce procedu res, pro duct and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone. The assessment environment should not disadvantage the candidate.

AV00204:   Edit Pictures and Sound to Specification

Unit Descriptor:

This unit deals with the skills and knowledge required for editing pictures and sound to specification. It describes the work expectations associated with identifying the editing requirements and selecting and assembling materials according to specification.

ELEMENTS Candidates must be able to:		PERFORMANCE CRITERIA	
1	Determine editing requirements	1.1	Obtain the script and instructions from the producer/director
		1.2	Identify and access appropriate sources of information on editing requirements
		1.3	Clarify and agree on the editing requirements with the producer/director
		1.4	Make realistic and constructive suggestions to improve the final product, where necessary
2	Edit materials	2.1	Identify and locate specified materials from written and verbal instructions from the director/producer
		2.2	Assemble specified materials in the required order according to the required technical standards
		2.3	Implement changes as agreed with the producer/director and complete the work according to the deadline
		2.4	Report any problems in locating or assembling materials to the producer/director immediately and propose possible solutions
		2.5	Maintain picture and sound synchronization accurately throughout assembly, according to specifications
		2.6	Select and assemble sound to support the visual images according to the specifications
		2.7	Record editing decisions completely and accurately according to organizational procedures
		2.8	Present assembled materials and any required supporting information to the producer/director at the agreed time and in the required format
		2.9	Identify any deviations from specified requirements accurately and explain the reasons for them clearly

2.10   Apply editing conventions in a manner appropriate to the nature and style of the production

RANGE STATEMENT

Editing requirements include:
- content, style and length
- sequence of materials to be assembled
- techni   cal standards
- duratio   n
- format
- limits of responsibility for creative decisions

Materials include
- cd'   s
- tapes
- dvd's
- portable hard drive

Editing conventions include:
- conte   nt
- st   yle
- rhy   thm
- length

UNDERPINNING KNOWLEDGE & SKILLS
Candidates must know:

1.   what are the different types of specifications, what information should they contain and how to interpret and follow their instructions

2.   what are the relevant technical standards

3.   what are the relevant quality settings, resolutions, frame rates, aspect ratios and formats and safe area generators for action and titles

4.   what are the nature and purpose of different editing conventions and how are they used and adapted to alter the impact of pictures and sound to create pace, rhythm and meaning

5.   why it may not be possible to edit according to the specification and how to describe and explain any deviations from the specification

6.   what are the ways of assessing the implications of changes to the materials

7.   why is it important to agree on the scope for creative decisions before starting work

8.   how to assemble sound to support the visual images

9.   how to present ideas and information in a clear and constructive format

10.   what is the extent to which materials can be broken down and what will determine the extent required

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence
Evidence should include the ability to:
- apply editing conventions in an appropriate manner
- assemble specified materials in the required order according to technical standards
- maintain picture and sound synchronization accurately throughout assembly
- select and assemble sound to support the visual images according to the specifications
- record editing decisions accurately
- present assembled materials to the producer/director in the required format as scheduled
- explain reasons for deviations from specified requirements

(2)   Method of Assessment
Assessors should g ather a ran ge of evidence tha t is valid, su fficient, curre nt and a uthentic. Evidence ca n be gath ered thro ugh a variety of wa ys in cluding direct ob servation, supe rvisor's reports, p roject work, sa mples and questioning.   Questioning techni ques should n ot re quire language, lite racy an d n umeracy skills beyon d tho se required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate m ust be pe rmitted to refer to any   relevant workpla ce procedu res, pro duct and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment
This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone. The assessment environment should not disadvantage the candidate.

AV00205:   Transfer Images to Animation and Special Effects
                  Medium

Unit Descriptor:

This unit de als with the skill s and knowledge re quired for tra nsferring images to animation and special effects medium.

ELEMENTS Candidates must be able to:	PERFORMANCE CRITERIA	
1 Transfer images	1.1	Identify the images to be transferred and any modifications required during the transfer
	1.2	Identify the appropriate input device to be used
	1.3	Check that communication and data transfer links are operating effectively
	1.4	Assess the suitability of material for transfer and report any difficulties in completing the transfer to the director/supervisor
	1.5	Assemble reference materials in the specified order for transfer
	1.6	Perform a test run to check that the transfer operates satisfactorily according to organizational procedures
	1.7	Maintain the system 's integrity and security throughout the work
	1.8	Complete transfer activities within specified deadlines
	1.9	Save and allocate transferred images to the assigned destination
	1.10	Check the frame sizes and the image against specifications
	1.11	Establish and test dynamic links for functionality with other files according to the production requirement
	1.12	Report any problems in completing the transfer immediately to the director/producer

RANGE STATEMENT

Input device includes:
- usb   port
- fire wire port
- analo   g converter

Reference materials include:
- cd'   s
- tapes
- dvd's
- portable hard drive

UNDERPINNING KNOWLEDGE & SKILLS
Candidates must know:

1. how to check the functionality of communication and data links

2. how to assemble and sequence reference material

3. how to identify and remedy faults and problems

4. what equipment and systems are required to be set up

5. what hardware and software to use for the particular material being transferred

6. what are the production requirements and what to look for when assessing the suitability of the material for transfer

7. what protocols to use when establishing communication and data links

8. how digital files are organized for the production

9. how to test transfer facilities and how to operate transfer software

10. how to preserve system integrity and security and different screen sizes and ratios for filming

11. how to check the image against specifications

12. what are the production requirements

13. what links are required between the image and other files

14. what tests of functionality to run to check the integrity of images

15. how to transfer and store 2-d and 3-d images

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence
Evidence should include a demonstrated ability to:
- assess the suitability of material for transfer
- perform a test run to check that the transfer operates satisfactorily
- complete transfer activities within specified deadlines
- test dynamic links for functionality with other files

(2)   Method of Assessment

Assessors should g ather a ran ge of evidence tha t is valid, su fficient, curre nt and a uthentic. Evidence ca n be gath ered thro ugh a variety of wa ys in cluding direct ob servation, supe rvisor's reports, p roject work, sa mples and questioning. Questioning techni ques should n ot re quire language, lite racy an d numeracy skills beyon d tho se required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate m ust be pe rmitted to refer to any relevant workpla ce procedu res, pro duct and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone. The assessment environment should not disadvantage the candidate

AV00206:   Copy Materials to Broadcast Format

Unit Descriptor:

This unit de als with the   skill s and   knowledge required for   copying materials to broadc ast format. It   describes th e w ork e xpectations associated with pre paring materi als fo r copying, prepari ng th e copying equipment and copying specified materials to broadcast formats.

ELEMENTS Candidates must be able to:		PERFORMANCE CRITERIA
1	Prepare materials for copying	1.1 Identify source materials and check that their format is correct according to specifications
		1.2 Protect all materials while working following organizational procedures
		1.3 Produce the specified quality setting, resolution, frame rate, aspect ratio and format using ARC (Aspect Ratio Conversion), ensuring that audio and time code synchronization are maintained during the process
		1.4 Inform the director/producer immediately if format of source material is incorrect and propose alternative solutions
		1.5 Identify copying requirements accurately from written and/or oral sources
		1.6 Identify requirements for timecode according to specifications
		1.7 Clarify unclear requirements with the director/producer immediately
		1.8 Check that required supplies of record materials of the specified format and capacity are available for use
2	Prepare copying equipment	2.1 Identify requirements for copying equipment from appropriate information sources and confirm it's availability
		2.2 Test video and audio parameters with the source material test signal and adjust them accurately to give the required signal levels
		2.3 Select the appropriate video and audio sources and send to the required destination
3	Copy specified materials to broadcast formats	3.1 Handle and operate equipment and materials safely according to manufacturer's instructions and in a manner which will not damage them

3.2   Monitor and assess the technical quality of source materials to identify any problems or faults and take appropriate remedial action to maximize technical quality

3.3   Inform the director/supervisor of any additional quality improvement ideas

3.4   Recognize problems in the functioning of equipment accurately and refer to the supervisor

3.5   Perform a test run to check that the transfer operates satisfactorily, according to organizational procedures

3.6   Copy the correct source materials in the specified order and within the specified timeframe

3.7   Ensure that the time codes, audio and video specifications comply with broadcasters' requirements

3.8   Assess completed recordings thoroughly to identify any faults

3.9   Report problems in completing the work to specification accurately and promptly to the director/supervisor

3.10   Record details of the work undertaken and of the technical quality of materials according to organizational procedures

RANGE STATEMENT

Source materials include:
- cd's
- tapes
- dvd's
- portable hard drive

Equipment include:
- video tape recorder
- dvd burner
- computer
- video tape player
- dvd player

Video and audio sources include:
- computer
- video tape player
- dvd player

UNDERPINNING KNOWLEDGE & SKILLS
Candidates must know:

1. how to locate the required material

2. how to protect master materials

3. how to ensure the compatibility of formats and equipment

4. what are the different types of time code that can be used and how to check them

5. what sort of problems and faults can occur in copying equipment, how to recognize them and what remedial action can be taken

6. what are the time and resource implications of different formats and standards

7. what precautions are required when handling materials

8. how to test and adjust, record and replay parameters using calibrated monitoring equipment

9. how to identify, locate and copy specified sections of material

10. what to look for when monitoring and assessing the technical quality of source materials

11. how to overcome problems in technical quality

12. how to alter or add time code when copying

13. what information should be included when logging and labelling materials

EVIDENCE GUIDE

(1)   Critical Aspects of Evidence
Evidence should include the ability to:
- produce the specified quality setting, resolution, frame rate, aspect ratio and format using ARC
- identify requirements for timecode according to specifications
- test video and audio parameters with the source material test signal and adjust them accurately
- select the appropriate video and audio sources and send to the required destination
- handle and operate equipment and materials according to manufacturer's instructions
- assess the technical quality of source materials
- perform a test run to check that the transfer operates satisfactorily
- copy the correct source materials in the specified order as scheduled
- assess completed recordings thoroughly

(2)   Method of Assessment
Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

(3)   Context of Assessment
This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone. The assessment environment should not disadvantage the candidate.

ITICOR0041A: Communicate in the workplace

Competency Descriptor: This unit deals with the skills and knowledge required to promote professional client support through verbal and non-verbal communication. This unit applies to all individuals working in the information and communication industry.

Competency Field: Information Technology

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA	
1. Establish contact with clients	1.1	Requests and inquiries from clients are received in a polite and courteous manner.
	1.2	An effective service environment is created through verbal and non-verbal communication
	1.3	Questioning and active listening are used to determine client support needs.
2. Process information	2.1	Inquiries are answered promptly.
	2.2	Requests are referred to appropriate personnel.
	2.3	Messages or information are recorded and passed on appropriately.
	2.4	Clients are informed of the process and progress of action.
	2.5	Follow-up action is taken according to organisational policy if required.

RANGE STATEMENT

This unit applies to the activities associated with the essential operations linked to communicating in the workplace and applies to all individuals in the information and communication industry.

Organisational policies and standards may include but not limited to:

- policies and procedures relating to answering client support enquires
- policies and procedures relating to answering telephone , writing messages and on-line enquires

- job descriptions/responsibilities
- service standards
- organisational code of conduct

Communication may include but not limited to:

- communicating with external clients and internal clients including team members, supervisors and management
- enquires related to routine client support needs
- clarifying and recording information and does not involve technical problem solving

Internal correspondence may include but not limited to:

- memos
- electronic mail
- bulletin boards

Verbal communication may include but not limited to:

- answering enquiries from clients
- use of voice mail
- requests from colleagues
- informal discussions

EVIDENCE GUIDE

Assessment must confirm the ability to adhere to organisational policies in regard to external and internal client contact and the policies for processing of internal and external requests are followed.

(1)   Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- communicate information about work activities and processes
- receive and convey information accurately
- interact with other team members
- demonstrate literacy in relation to work requirements
- communicate effectively with clients
- record and document information

(2)   Pre-requisite Relationship of Units

The pre-requisite for this unit is:

- Nil

(3) **Underpinning Knowledge and Skills**

Knowledge
Knowledge of:

- organisation's policies, procedures and code of conduct
- general OH&S principles and responsibilities
- spelling, grammar and punctuation
- principles of effective communication in relation to listening, questioning and non-verbal communication

Skills
The ability to:

- apply questioning and active listening techniques
- use problem solving skills for a defined range of predictable problems
- demonstrate basic negotiation skills in relation to other team members
- provide basic customer service
- convey meaning clearly, concisely and coherently
- communicate non-verbally in a clear and precise manner
- demonstrate literacy skills in regard to basic workplace documents

(4) **Resource Implications**

The following resources should be provided:

Work environment (simulated or actual enterprise)

(5) **Method of Assessment**

Competency shall be assessed while work is undertaken under direct supervision with regular checks, but may include some autonomy when working as part of a team.

Competencies in this unit may be determined concurrently. Assessment must be in accordance with the performance criteria.

Simulated activities must closely reflect the workplace and may need to take place over a period of time.

(6) **Context of Assessment**

This unit may be assessed on or off the job. Assessment should include practical demonstration either in the workplace or through a simulation. A range of methods to assess underpinning knowledge should support this.

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualification Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 2	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

ITCCOR0021B: Follow occupational health and safety procedures

Competency Descriptor:

> This unit applies to occupational health and safety competencies for employees without supervisory responsibility. This includes school-based workers, entry-level workers, trainees and apprentices. This competency complements, and is applicable in combination with other industry or enterprise-specific competencies.

Competency Field: Telecommunication

ELEMENT OF COMPETENCY	PERFORMANCE CRITERIA
1. Follow workplace procedures for hazard identification and risk control	1.1 Hazards in the work area are recognised and reported to designated personnel according to workplace procedures.
	1.2 Workplace procedures and work instructions for controlling risks are followed accurately.
	1.3 Workplace procedures for dealing with accidents, fires and emergencies are followed whenever necessary within scope of responsibilities and competencies.
2. Contribute to the management of occupational health and safety	2.1 Occupational health and safety issues are raised with designated personnel in accordance with workplace procedures and relevant occupational health and safety legislation.
	2.2 Participative arrangements for occupational health and safety management in the workplace are contributed to within organisational procedures and scope of responsibilities and competencies.

RANGE STATEMENT

The following statements cover a wide range of circumstances. Assessment of candidates should be within the range that applies to the candidate's particular role and function or workplace.

Designated personnel include but not limited to:

- supervisors
- managers
- team leaders
- management occupational health and safety personnel

other persons authorised or nominated by the enterprise or industry to:

- perform specified work
- approve specified work
- inspect specified work
- direct specified work

Workplace procedures may be formally documented or communicated verbally and may include but not limited to procedures which are:

- general to the management of the enterprise, such as job procedures and work instructions

specific to occupational health and safety, such as:

- specific hazards
- emergency response
- consultation and participation
- occupational health and safety issue
- resolution
- -identifying hazards, for example, inspections
- assessing risks
- controlling risks
- use of personal protective equipment
- reporting occupational health and safety issues

Occupational health and safety requirements include but not limited to:

- occupational health and safety regulations and codes of practice including regulations and codes of practice relating to hazards present in the workplace or industry
- general duty of care under occupational health and safety regulations and codes of practice
- provisions relating to roles and responsibilities of health and safety representati ves and/or occupational health and safety committees provisions relating to occupational health and safety issue resolution

Hazard identification and risk control include but not
limited to:

- checking equipment or the work area before
  work commences and during work
- workplace inspections
- housekeeping

Participative arrangements include but not limited
to:

- formal and informal meetings which include
  occupational health and safety
- occupational health and safety committees
- other committees, for example, consultative,
  planning and purchasing
- health and safety representatives
- suggestions, requests, reports and concerns
  put forward by employees to management

EVIDENCE GUIDE

Competency is to be demonstrated by following health and safety po licy and procedures in accordance
with the performance criteria and the range listed within the range of variable statements.

(1)   Critical Aspects of Evidence

Assessment candidates should produce evidence of the following:

- demonstrated ability to recognise and report hazards to designated personnel
- demonstrated ability to accurately follow workplace procedures relevant to controlling risks in
  the workplace
- demonstrated ability to communicate

(2)   Pre-requisite Relationship of Units

- Nil

(3)   Underpinning Knowledge and Skills

Knowledge
Knowledge of:

- rights and responsibilities of the workplace parties under occupational health and safety acts, regulations and codes of practice
- the ways in which occupational health and safety is managed in the work place, and activities required under occupational health and safety legislation, for example:
- policies
- procedures
- plant and equipment maintenance
- hazard identification
- risk assessment and control
- occupational health and safety instruction
- training and provision of occupational health and safety information
- hazards that exist in the workplace
- the preferred order of ways to control risks (known as the hierarchy of control)
- procedures relevant to the work being undertaken, including procedures for:
- recognising and reporting on hazards, for example, work area inspections
- work operations to control risks, for example, permit to work systems and isolation procedures
- responding to accidents, fires and emergencies
- raising occupational health and safety issues
- employee participation in occupational health and safety management, for example, consultative or occupational health and safety committees and joint employer/employee inspections
- the meaning of occupational health and safety symbols found on signs and labels in the workplace
- designated personnel responsible for occupational health and safety

Skills
The ability to:

- read and write at a level where basic workplace documents are understood and presented
- employ questioning and active listening to confirm informati on
- display plain English literacy and communication skills in relation to dealing with clients and team members
- employ problem solving skills for a defined range of predictable problems
- follow health and safety procedures in the telecommunication industry
- identify and document major causes of accidents relevant to the work environment
- deal appropriately with security risks and emergencies
- disseminate information on safety and policies
- access information on OH&S requirements and guidelines

(4)   Resource Implications

Assessment of this unit requires access to:

- an operational customer contact centre or a simulated contact centre with similar features
- customer contact technologies
- information technology
- relevant occupational health and safety acts, regulations and codes of practice
- enterprise occupational health and safety policies and procedures
- personal protective equipment
- relevant work areas for identification of hazards and control measures

Information and/or documents including but not limited to:

- details of the established organisational occupational health and safety system
- relevant policies, procedures and programs
- information about the rights and responsibilities of the workplace parties under occupational health and safety acts, regulations and codes of practice
- information on hazards and risks relevant to the workplace

(5)   Method of Assessment

Competence in this unit needs to be assessed using formative assessment to ensure consistency of performance in a range of contexts.

This competency can be assessed in the workplace or in a simulated environment. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, quality projects and questioning on underpinning knowledge and skills.

Competency is to be assessed through practical demonstration of Occupational Health and Safety as relevant to the work environment. Peers and supervisors may be questioned for obtaining information on the extent and quality of the contribution made.

Simulated activities must closely reflect the workplace and may need to take place over a period of time.

(6) **Context of Assessment**

Work is carried out under direct supervision.

An individual demonstrating these competencies would be able to:

- demonstrate knowledge by recall in a narrow range of areas
- demonstrate basic practical skills, such as the use of relevant safety equipment
- perform a sequence of routine tasks given clear direction
- receive and pass on messages/information

This competency can be assessed in the workplace or in a simulated environment .

CRITICAL EMPLOYABILITY SKILLS

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They re late to the seven areas of generic competency that underpin effective workplace practices.

Levels of Competency		
Level 1.	Level 2.	Level 3.
• Carries out established processes • Makes judgement of quality using given criteria	• Manages process • Selects the criteria for the evaluation process	• Establishes principles and procedures • Evaluates and reshapes process • Establishes criteria for evaluation

Collect, analyse and organise information	Level 1	
Communicate ideas and information	Level 1	
Plan and organise activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.