

## Modification history

Release	Comments
Release 2	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 5.0
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 1.0

<b>FBPOPR2071</b>	<b>Provide and apply workplace information</b>
<b>Application</b>	<p>This unit of competency describes the skills and knowledge required to provide and apply workplace information in a food processing context.</p> <p>This unit applies to individuals who work under general supervision and exercise limited autonomy.</p> <p>No occupational licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
<b>Prerequisite Unit</b>	Nil
<b>Unit Sector</b>	Operational (OPR)

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Provide and apply information to suit workplace and audience requirements	1.1 Identify information requirements for work operations 1.2 Collect and assess required information 1.3 Select and structure information in a logical way to convey meaning to others 1.4 Use appropriate methods to communicate effectively with others
2. Respond to information requests	2.1 Process information requests promptly and courteously 2.2 Apply effective listening and verbal communication skills to obtain information 2.3 Clarify the nature of requests 2.4 Provide appropriate information in response to requests 2.5 Provide information in a form appropriate to the enquirer 2.6 Refer requests to appropriate personnel where they fall outside area of responsibility
3. Use and maintain workplace information	3.1 Access a range of information sources to support work requirements 3.2 Record information in appropriate formats according to workplace reporting requirements 3.3 Interpret information to inform work requirements 3.4 Apply effective listening and verbal communication to exchange information

<b>Foundation Skills</b>	
<i>This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.</i>	
<b>Skill</b>	<b>Description</b>
Reading	<ul style="list-style-type: none"> <li>• Interpret basic directions and instructions</li> </ul>
Writing	<ul style="list-style-type: none"> <li>• Use paper based and electronic proformas to record and store basic workplace information and data</li> </ul>

<b>Unit Mapping Information</b>			
<b>Code and title current version</b>	<b>Code and title previous version</b>	<b>Comments</b>	<b>Equivalence status</b>
FBPOPR2071 Provide and apply workplace information  (Release 2)	FBPOPR2071 Provide and apply workplace information  (Release 1)	Foundation Skills updated  Dot point about food traceability and recall added to Knowledge Evidence	Equivalent unit

<b>Links</b>
Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4</a>

<b>TITLE</b>	<b>Assessment requirements for FBPOPR2071 Provide and apply workplace information</b>
<b>Performance Evidence</b>	
<p>An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.</p> <p>There must be evidence that the individual has effectively provided and applied workplace information on at least one occasion, including:</p> <ul style="list-style-type: none"> <li>• identifying and accessing information to undertake work responsibilities</li> <li>• ascertaining or clarifying information requirements by asking questions</li> <li>• preparing and presenting simple written or verbal presentations that structure and present information in a logical sequence</li> <li>• working effectively with others to achieve work outcomes</li> <li>• respecting and, where appropriate, representing the views of others</li> <li>• recording information in required format.</li> </ul>	
<b>Knowledge Evidence</b>	
<p>An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:</p> <ul style="list-style-type: none"> <li>• communication channels, including consultative arrangements established in the workplace</li> <li>• common colloquial and technical terms relating to work function</li> <li>• sources of information and advice relating to work responsibilities</li> <li>• methods and technologies used to access, record and store workplace information, including print, and screen-based systems as relevant to the workplace</li> <li>• presentation techniques to convey information on a range of typical workplace subjects appropriate to the audience</li> <li>• recognition of different personal communication styles and appropriate communication options</li> <li>• recognition of cultural diversity as appropriate in the workplace</li> <li>• reporting roles and responsibilities</li> <li>• food traceability and recall information and requirements</li> <li>• interpersonal skills, including active listening, questioning, seeking and responding to feedback</li> <li>• basic meeting procedures to identify and achieve meeting/discussion outcomes.</li> </ul>	
<b>Assessment Conditions</b>	
<p>Assessment of skills must take place under the following conditions:</p> <ul style="list-style-type: none"> <li>• physical conditions:             <ul style="list-style-type: none"> <li>• skills must be demonstrated in a workplace setting or an environment that accurately represents a real workplace</li> </ul> </li> <li>• resources, equipment and materials:             <ul style="list-style-type: none"> <li>• advice on work roles and responsibilities</li> <li>• typical workplace information</li> <li>• standard forms and equipment for recording workplace information, as required.</li> </ul> </li> </ul> <p>Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.</p>	
<b>Links</b>	<p>Companion Volumes, including Implementation Guides, are available at VETNet: <a href="https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4">https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4</a></p>