REGISTERED
NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Collect, present and apply workplace information

TQF Level:	2	**Credits:**	4	**Version:**	1[1]

National standard code:	NS042-02
Associated qualification (and code):	National Certificate in Sustainable Energy Level 1 (QR-01-NQ-018-01-0504-20-01)

Approval date:	30 Nov 2020	**Review date:**	30 Nov 2025

Purpose:	This unit describes the skills and knowledge required to collect, present and apply information from a range of sources in a workplace. It applies to individuals working under direct supervision who are developing basic skills and knowledge of workplace information and communication systems which are applicable to working in a broad range of settings relevant to working in the energy sector.

Persons credited with this standard are able to:

1. Collate information and data from variety of sources and communication systems
2. Interpret workplace documents to ensure compliance
3. Communicate clear information in logical sequence to meet the purpose and target audience
4. Use appropriate communication methods for purpose of conveying information
5. Demonstrate knowledge on collecting, presenting and applying workplace information
6. Select and present verbal information with accordance to requirements of the workplace situation
7. Use and record workplace information

---

[1] This Tonga unit standard is adapted from the regional unit standard *CG2002* (version 1) that bears the same title above. Unit standard CG2002 is a component of the *Regional Certificate 1 in Sustainable Energy (SE).*

Learning Outcome 1 (LO1)	**Gather and interpret workplace information**
Performance standards	1.1 Access, interpret and apply workplace documentation and ensure the work activity is compliant 1.2 Access information and data from a variety of information sources and communication systems 1.3 Seek additional necessary information 1.4 Interpret and apply correct information
Learning Outcome 2 (LO2)	**Communicate information**
Performance Standards	2.1 Analyse and confirm the purpose of the communication with others 2.2 Participate in meetings and other information-sharing events 2.3 Organise communication logically so it is structured and balanced according to the purpose, audience and context 2.4 Present information that is clear, succinct and unambiguous, ensuring the language and method is applicable to the communication purpose and audience
Learning Outcome 3 (LO3)	**Select and present verbal information**
Performance standards	3.1 Workplace information requirements are identified according to responsibilities outlined in the job specifications 3.2 Information is collected, assessed and structured to convey meaning to others 3.3 Communication is interactive, clear, accurate and sensitive to the audience to which it is addressed 3.4 Technical and non-technical language is identified and used in accordance with the requirements of the situation.
Learning Outcome 4 (LO4)	**Demonstrate knowledge of methods and processes for collection, presentation and application of workplace information.**
Performance standards	4.1 Methods of accessing, recording and storing workplace information are identified in terms of print and computer-based systems 4.2 Workplace information is collected, evaluated, formatted and stored to meet organisational requirements. 4.3 Workplace information is organized in a logical way

	4.4 Workplace information are stored as centralized or decentralized records
Learning Outcome 5 (LO5)	**Use and record workplace information**
Performance standards	5.1 Routine workplace practices are used to obtain information required to operate in the workplace 5.2 Information is recorded in standard formats according to workplace recording requirements 5.3 Information handling policies and procedures compliance are adhered to 5.4 Use equipment and technology to obtain information
Pre-requisites	N/A
Co-requisites	N/A
Underpinning skill and knowledge	The following knowledge and skill underpin this unit standard; • Technical literacy and communication skills sufficient to interpret and apply common industry terminology (energy sector), and interpret work procedures and processes • Questioning and active listening skills, for example when obtaining information on technical working practices • Interpersonal skills to enable effective communication in meetings • Skills in preparing information accurately to be shared • Access workplace information relating to work responsibilities • Presentation skills to enable communication of information appropriate to audience and purpose • Participation in group discussions and processes • Recording of workplace information in required format/s Use internet, email, and mobile phones to communicate messages

Suggested assessment methods	**Context of assessment:**
	To show that students have the required competence they will need to:
	
	1. Demonstrate knowledge in the workplace (or in an environment that closely resembles the workplace) on:
	    i. Collating and dispatching information
	    ii. Updating, modifying and filing information
	    iii. Processing information to timelines and guidelines
	    iv. Maintaining security and confidentiality when handling workplace information
	    v. Maintaining information and filing systems
	    vi. The use of technology and equipment to collect information;
	        - Computers
	        - Printers
	        - Filing Systems
	        - Telephones
	        - Fax Machine
	        - Photocopier
	        - Scanners
	
	2. Apply their knowledge in the workplace (or in an environment that closely resembles the workplace), by:
	    i. Applying knowledge of methods and processes for collection, presentation and application of workplace information
	    ii. Selecting the right means to deliver the message to the chosen target audience(s).
	    iii. Classifying workplace information in a clear and logical sequence
	    iv. Practicing routine workplace information recording in required standard formats
	    v. Demonstrate compliance to information handling policies and procedures
	
	Methods of assessment:
	
	A range of assessment methods should be used to assess students' knowledge and application of skills, include but not restricted to the following:
	
	    i. Direct observation of students performing certain tasks (such as identifying and complying with workplace procedures and processes of gathering/interpreting/recording/using, and

	communicating information through presentation to target audience) ii. Written or oral questions to test relevant skills and knowledge during observation iii. Student presentations iv. Accuracy, quality and effectiveness of gathering/interpreting/recording/using workplace information through written and articulated information v. Student Portfolio vi. Review of workplace attachment reports (e.g. Supervisor/third party reports)
Resource requirements	i. Printed resources for Collecting, Presenting and Applying Workplace Information at the discretion of the course/unit coordinator or trainer, ii. Computer and Internet Access, iii. Smart Phones (for demonstration), iv. Conventional classroom furniture and resources: White/blackboard, tables or benches, chairs, student notice boards, A3 coloured cards or wall charts v. Equipment for Collecting Information - Printers - Filing Systems - Telephones - Fax Machine - Photocopier - Scanners
Moderation arrangements	Provider Institutions are responsible for moderation arrangements to ensure consistency in assessments. Moderation process must be approved by TNQAB.
Requirements to complete this unit	There are five (5) Learning Outcomes and twenty (20) Performance Standards that measures competence. To demonstrate competence, the person studying this unit is:

	1. Required to achieve a *Achieved ²grade* (Competent) to fulfil the requirements of the Unit Standard. 2. Eligible to three (3) attempts to achieve the required competency within 5 days of the first attempt. Failure to achieve the required competency level after three (3) attempts of the exam or specific part of the assessment will require the person studying this Unit to re-enrol for the same Unit.
Important notes and definitions	**Notes:** 1. All activities associated with this unit standard must comply with the requirements of national codes of practice, regulations and legislation for workplace health, safety, and environmental protection and any subsequent amendments. 2. Everyday workplace language must be used. This may include commonly used technical and industry terms. 3. Information may be conveyed in verbal, written and screen-based forms appropriate to the audience and the purpose of the information. 4. Typical workplace information includes work instructions, check sheets, tally sheets, labels and codes; material safety data sheets standard forms, web-based information, and telephone and email messages. **Definitions:** 1. **Workplace communication** is the process of exchanging information (both verbal and non-verbal) within an organization. 2. **Workplace information** refers to processes, procedures, structures, routines, rules, expectations, etc. that employees are expected to be aware of to ensure their efficiency, and safety in the workplace.
Public comments on unit	Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.

---

² This unit is competency-based in which there are only two possible grades: *Achieved* and *Not Achieved*. An 'Achieved' grade is assigned to a candidate who has met the competency requirements of the unit.