

UNIT TITLE: READ AND INTERPRET BASIC INSTRUCTIONS, DIRECTIONS AND/OR DIAGRAMS		NOMINAL HOURS: 60
UNIT NUMBER: D1.LAN.CL10.08		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to read and interpret basic instructions, directions and/or diagrams in a range of settings within the labour divisions of the hotel industries		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Prepare for work</p> <p>1.1 Read and interpret <i>job specifications</i> from <i>internal and external customers</i></p> <p>1.2 Read and interpret <i>procedures</i></p> <p>1.3 Read and interpret basic <i>instructions, directions and/or diagrams</i></p> <p>1.4 Read and interpret <i>work instructions to determine job requirements</i></p> <p>Element 2: Read and interpret information about routine tasks, processes or events</p> <p>2.1 Identify relevant sources of <i>information/documentation</i> so that job can be performed in accordance with the organisation's requirements</p> <p>2.2 Identify the purpose of instructions, directions and/or diagrams for particular jobs</p> <p>2.3 Ask questions from <i>appropriate people</i> to gain additional information and/or to clarify understanding</p> <p>2.4 Read and interpret relevant details from instructions, directions and/or diagrams for application to particular jobs</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to reading and interpreting basic instructions and/or diagrams within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production <p><i>Job specifications</i> may detail:</p> <ul style="list-style-type: none"> • Outcomes • Duties • Reporting relationships. <p><i>Internal customers</i> may include:</p> <ul style="list-style-type: none"> • Colleagues working in another department • Team members • Supervisor or managers. 	

<p>Element 3: Receive and respond to basic instructions and directions</p> <p>3.1 Receive, clarify and assess requirements of <i>instructions and/or directions</i> in accordance with organisational policies and procedures</p> <p>3.2 Question and confirm <i>assignment instructions and/or directions</i> if necessary</p> <p>3.3 Comply with directions and or instructions within designated timelines</p> <p>3.4 Obtain <i>feedback</i> after instructions and/or directions have been complied with</p>	<p><i>External customers</i> may include:</p> <ul style="list-style-type: none"> • Suppliers • People who buy the goods and services the enterprise sells. <p><i>Procedures</i> may relate to:</p> <ul style="list-style-type: none"> • Hazard policies and procedures • Emergency, fire and accident procedures • Personal safety procedures • Procedures for the use of personal protective clothing and equipment • Use of motor vehicles • Resolution procedures • Job procedures and work instructions. <p><i>Instructions, directions and/or diagrams</i> may include:</p> <ul style="list-style-type: none"> • Work instructions • Directions on how to use equipment safely • Directions on how to complete a task safely • Diagrams that show safe working procedures • Policies and procedures • Manuals. <p><i>Work instructions to determine job requirements</i> may relate to:</p> <ul style="list-style-type: none"> • Methods of work • Processes or procedures • Equipment
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	<ul style="list-style-type: none">• Policies and procedures• Manuals. <p><i>Information/documentation</i> may include:</p> <ul style="list-style-type: none">• Workplace procedures, checklists and instructions• Goods identification numbers and codes• Manifests, bar codes, goods and container identification• Manufacturer's specifications• Workplace policies• Supplier and/or client instructions• Material safety data sheets• Relevant codes of practice, including the national standards for manual handling and the industry safety code• Legislation, regulations and related documentation• Award, enterprise bargaining agreement, other industrial arrangements• Standards and certification requirements• Quality assurance procedures• Emergency procedures. <p><i>Appropriate people</i> may include:</p> <ul style="list-style-type: none">• Supervisors, managers• Colleagues• Human resource personnel• Members of the public• Clients.
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Instructions and/or directions may relate to:

- Letters
- Memos
- Faxes
- Emails
- Invoices and purchase orders
- Policies and procedures
- Manuals.

Assignment instructions and/or directions may relate to:

- Instructions from client/supervisor/management
- Assignment objectives and timeframes
- Work tasks and procedures
- Resource and equipment requirements
- Reporting and documentation requirements
- Personal protective clothing and equipment requirements.

Feedback may include:

- Formal feedback:
 - 360 degree assessment
 - Customer satisfaction surveys/forms
 - Team evaluations
 - Performance reviews/appraisals
 - Workplace assessment

	<ul style="list-style-type: none">• Informal feedback may include:<ul style="list-style-type: none">▪ Critical incident reviews▪ Impromptu questioning of customers to obtain view of products and/or service provided▪ Chance discussions with customers▪ Coaching and mentoring▪ Seeking the opinions of others▪ Comments from supervisors, colleagues or clients▪ Personal, reflective behaviour strategies. <p>Assessment Guide</p> <p>Assessment must confirm knowledge and skills:</p> <ul style="list-style-type: none">• Knowledge about and ability to interpret signs and symbols relevant to workplace functions• Ability to locate, interpret and apply relevant information• Knowledge of and ability to interpret legislation, regulations, policies, procedures and guidelines relating to workplace. <p>Linkages To Other Units</p> <ul style="list-style-type: none">• Perform clerical procedures• Work effectively with colleagues and customers• Work in a socially diverse environment• Respond to instructions given in English• Follow safety and security procedures• Manage and resolve conflict situations.
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Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to identify information about routine tasks, processes, events or skills
- Demonstrated ability to locate, interpret and apply relevant information
- Demonstrated ability to read and interpret basic instructions, directions and/or diagrams to achieve appropriate work outcomes
- Demonstrated ability to read and interpret signs and symbols relevant to workplace functions.

Context of Assessment

This unit may be assessed on or off the job

- Assessment should include practical demonstration of the ability to read and interpret basic instructions, directions and/or diagrams either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility
- Assessment must include project or work activities that allow the candidate to respond to multiple and varying work instructions and/or directions relevant to work area, job role and area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies

- Observation of practical candidate performance
- Oral and written questions
- Portfolio evidence
- Problem solving
- Role plays
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Gather relevant information together
Communicating ideas and information	2	Communicate with others to ensure a common understanding of the instruction and/or direction
Planning and organising activities	1	Plan activities to comply with instructions
Working with others and in teams	2	Respond to internal and external customer instructions and/or directions
Using mathematical ideas and techniques	0	

	Solving problems	2	Apply conflict resolution and communication skills to resolve conflict and/or misunderstandings
	Using technology	0	