

Training Package	Entertainment (CUE03)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
CUECOR01C	Manage own work and learning	5

Unit descriptor	This unit describes the self-management skills needed to perform effectively in the workplace. As such it relates to personal time management and the identification and management of personal learning needs. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Employability skills	This unit contains employability skills.
Prerequisite units	This unit has linkages to a range of other general units, and combined assessment and/or training with those units may be appropriate, eg: <ul style="list-style-type: none"> • BSBDIV301A Work effectively with diversity • CUECOR02C Work with others • CUEIND01C Source and apply entertainment industry knowledge.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment
<p>The following evidence is <u>critical</u> to the judgement of competence in this unit:</p> <ul style="list-style-type: none"> • effective application of time management techniques • communicating effectively with colleagues within the range of situations required for the job role. 	<p>The assessment context <u>must</u> provide for:</p> <ul style="list-style-type: none"> • project or work activities that allow the candidate to apply time management techniques in the relevant industry context • interaction with others in relation to identification of learning needs. 	<p>Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include:</p> <ul style="list-style-type: none"> • case studies and projects to assess ability to effectively manage time in given industry situations • oral or written questioning to assess knowledge of time management and communication techniques • review of portfolios of evidence or third party workplace reports of on-the-job performance by the candidate. <p>Assessment methods should closely reflect workplace demands and the needs of particular groups (eg people with disabilities, and people who may have literacy or numeracy difficulties such</p>

		Method of assessment cont/d
		<p>as speakers of languages other than English, remote communities and those with interrupted schooling).</p> <p>Assessment of this unit <u>requires</u> access to:</p> <ul style="list-style-type: none"> • resources used to manage time in a given industry context • information on learning opportunities.

Required Skills and Knowledge		HSC Requirements and Advice
This section describes the skills and knowledge <u>required</u> for this unit.		
<p>Required skills</p> <ul style="list-style-type: none"> • effective communication techniques, including listening, questioning and non-verbal communication • way of organising information clearly, concisely and logically • time management techniques as they apply to the particular job role. 	<p>Required knowledge</p> <ul style="list-style-type: none"> • general knowledge of stress management techniques • knowledge of career paths within the relevant industry context and skill requirements for different roles. 	<p>Key Terms and Concepts</p> <ul style="list-style-type: none"> • appraisal • appropriate personnel • career pathways • competencies • consultation • deadlines • effective teamwork • evidence • feedback • goal setting • learning • learning needs • negotiation • off-the-job training • on-the-job training • opportunities to meet learning needs • priorities • stress management • task management • team building • teamwork • time management • work performance • work records • work routines • work tasks • workload variations.

Element	Performance Criteria	Range Statement	HSC Requirements and Advice
1 Develop personal time management skills.	1.1 Establish priorities and deadlines in consultation with others, as appropriate.	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	<p>Learning experiences for the HSC must address:</p> <p>Application of time management techniques to project/work activities in industry context.</p> <p>Definition of team and teamwork.</p> <p>Principles and characteristics of team building and effective teamwork.</p> <p>The importance of the following to successful teamwork:</p> <ul style="list-style-type: none"> • goal setting • planning and organising work routines on a daily, weekly or monthly basis • cooperation and good working relationships • knowledge of work group members responsibilities and duties • clarifying personal responsibilities.
	1.2 <i>Plan time</i> so that tasks are completed according to order of priority and within established deadlines.	<p><i>Planning of time</i> may involve:</p> <ul style="list-style-type: none"> • consultation with others • directions from others • team meetings • use of diaries and other work planning. 	<p>Learning experiences for the HSC must address:</p> <p>Principles of time and task management.</p> <p>Organising tasks in terms of:</p> <ul style="list-style-type: none"> • prioritising • negotiating • time management • time frames • individual needs • group needs. <p>Features of time management including:</p> <ul style="list-style-type: none"> • consultation with others • prioritising • delegation • problem-solving • decision-making • use of diaries • negotiating • accommodation of changes to routine • minimising time-wasters.

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	1.3 Re-prioritise work effectively as necessary to accommodate important workload variations.		<p>Learning experiences for the HSC must address:</p> <p>Skills required including:</p> <ul style="list-style-type: none"> • consultation • negotiation • communication • prioritising. <p>A basic knowledge of stress management techniques.</p>
	1.4 Document details of work tasks and commitments accurately, as required.		<p>Learning experiences for the HSC must address:</p> <p>Maintenance of work records in a clear, logical manner including:</p> <ul style="list-style-type: none"> • diary entries • work schedules • time sheets • file notes • reports • general in-house correspondence • records of meetings.
	1.5 Maintain <i>basic work records</i> effectively.	<p><i>Basic work records</i> may include:</p> <ul style="list-style-type: none"> • diary entries • file notes • general in-house correspondence, eg memos, notes, email • records of meetings • reports • time sheets • work schedules. 	<p>Learning experiences for the HSC must address:</p> <p>Communication and listening skills including:</p> <ul style="list-style-type: none"> • active listening • questioning • non-verbal communication.
	1.6 Identify any variations and difficulties affecting work requirements through regular reviews, and inform <i>appropriate personnel</i> .	<p><i>Appropriate personnel</i> may include:</p> <ul style="list-style-type: none"> • community representatives • managers • mentors • peers (inside and outside the organisation) • supervisors. 	<p>Learning experiences for the HSC must address:</p> <p>A basic knowledge of career pathways within the industry and knowledge and skills required for different job roles.</p> <p>Recognition of learning as an ongoing process.</p> <p>Self-reflection skills including:</p> <ul style="list-style-type: none"> • recognition of current knowledge and skills • identification of <ul style="list-style-type: none"> - knowledge and skills required for current job
2 Manage own learning.	2.1 Identify <i>own learning needs</i> in consultation with appropriate personnel.	<p><i>Own learning needs</i> may relate to:</p> <ul style="list-style-type: none"> • knowledge required for present job • need to obtain competencies to meet current and future organisational objectives • skills development to fulfil career aspirations. <p>Learning may take place through any of the range of experiences, activities and processes through which people acquire new skills and knowledge</p>	<p>Learning experiences for the HSC must address:</p> <p>A basic knowledge of career pathways within the industry and knowledge and skills required for different job roles.</p> <p>Recognition of learning as an ongoing process.</p> <p>Self-reflection skills including:</p> <ul style="list-style-type: none"> • recognition of current knowledge and skills • identification of <ul style="list-style-type: none"> - knowledge and skills required for current job

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	<p>2.2 Identify opportunities to meet learning needs and take appropriate action in consultation with the appropriate personnel.</p> <p>2.3 Collate evidence of on and off-the-job learning relevant to work role.</p>		<p>- knowledge and skills gaps - learning opportunities to meet potential learning needs and fulfil career aspirations and/or future organisational objectives.</p> <p>Learning experiences for the HSC must address: An awareness of opportunities to meet learning needs including:</p> <ul style="list-style-type: none"> • seminars/workshops/courses • multiskilling in current workplace • mentoring programs. <p>Learning experiences for the HSC must address: An understanding of the difference between on and off-the-job training.</p> <p>Evidence including:</p> <ul style="list-style-type: none"> • transcripts/qualifications • work diary • supervisor’s reports/evaluations/appraisals • competency record • learning portfolio.
<p>3 Receive and act constructively on personal feedback.</p>	<p>3.1 Regularly seek suggestions on ways to improve work.</p> <p>3.2 Act on feedback as required to improve work performance.</p>		<p>Learning experiences for the HSC must address: The importance of feedback in the learning process.</p> <p>How to elicit and interpret feedback.</p> <p>Acknowledging work performance including:</p> <ul style="list-style-type: none"> • evaluating work performance • conducting performance appraisals • improving work practices.