

## DEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE: CON/OS/CAJ/BC/01/4/A**

### UNIT DESCRIPTION

This unit covers the competencies required demonstrate communication skills. It involves obtaining and conveying workplace information, completing relevant work-related documents, communicating information about workplace processes, leading workplace discussion and communicating workplace issues.

### ELEMENTS AND PERFORMANCE CRITERIA

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
These describe the key outcomes which make up workplace function	These are assessable statements which specify the required level of performance for each of the elements.  <i><b>Bold and italicized terms are elaborated in the Range</b></i>
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from <i><b>appropriate sources</b></i> based on standard procedures 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information based on communication needs 1.3 Appropriate <i><b>medium</b></i> is used to transfer information and ideas in accordance with workplace guidelines 1.4 Appropriate non- verbal communication is used as per the communication needs 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed based on workplace requirements 1.6 Location and storage of information is undertaken according to workplace procedures 1.1 Personal interaction is carried out clearly and concisely according to workplace requirements

2. Complete relevant work-related documents	<p>2.1 Range of forms relating to conditions of employment are completed according to workplace procedures</p> <p>2.2 Workplace data is recorded based on workplace requirements</p> <p>2.3 Errors in recording information are identified and acted upon in accordance with workplace policies</p> <p>2.4 Reporting requirements are completed according to organizational guidelines</p>
3. Communicate information about workplace processes	<p>3.1 Information sources are identified according to workplace procedures</p> <p>3.2 <b>Methods of communication</b> are selected based on workplace guidelines</p> <p>3.3 Multiple operations are communicated according to workplace structure</p> <p>3.4 Work-related questions are asked and responded based on set protocols</p> <p>3.5 Information is selected and organized according to workplace requirements</p> <p>3.1 Verbal and written reporting is undertaken as per workplace requirements</p> <p>3.2 Communication is maintained according to workplace standards</p>
4. Lead workplace discussions	<p>4.1 Response to workplace issues are sought and provided as per workplace protocol</p> <p>4.2 Constructive contributions are made based on <b>workplace discussions</b></p> <p>4.3 Workplace objectives and action plan are communicated according to workplace requirements</p>
5. Identify and communicate issues arising in the workplace	<p>5.1 Issues and problems are identified as per workplace guidelines</p> <p>5.2 Problems and issues in the workplace are organized according to workplace operations</p> <p>5.3 Dialogue is initiated with appropriate personnel as per workplace structure</p> <p>5.4 Problems and issues raised are communicated as per the workplace reporting procedures</p>

## RANGE

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

<b>Variable</b>	<b>Range</b>
<p><b>1.</b> Methods of communication may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Non-verbal gestures</li> <li>• Verbal</li> <li>• Face to face</li> <li>• Two-way radio</li> <li>• Speaking to groups</li> <li>• Using telephone</li> <li>• Written</li> <li>• Internet</li> </ul>
<p><b>2.</b> Workplace discussion may include but not limited to:</p>	<ul style="list-style-type: none"> <li>• Coordination meetings</li> <li>• Toolbox discussion</li> <li>• Peer-to-peer discussion</li> </ul>

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## REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

### Required Skills

The individual needs to demonstrate the following skills:

- Communication
- Active listening
- Interpretation
- Negotiation
- Writing

### Required Knowledge

The individual needs to demonstrate knowledge of:

- Organization requirements for written and electronic communication methods
- Effective verbal communication methods
- Report writing
- Effective questioning techniques (clarifying and probing)
- Workplace etiquette

## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Dealt with a range of communication/information at one time 1.2 Made constructive contributions in workplace issues 1.3 Sought workplace issues effectively 1.4 Responded to workplace issues promptly 1.5 Presented information clearly and effectively in written form 1.6 Used appropriate sources of information 1.7 Asked appropriate questions
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	1.8 Provided accurate information
2. Resource Implications	<p>2. 1 Access to relevant workplace where assessment can take place</p> <p>2. 2 Appropriately simulated environment where assessment can take place</p> <p>2. 3 Materials relevant to the proposed activity or tasks</p>
3. Methods of Assessment	<p>3.1 Third-party reports</p> <p>3.2 Portfolio</p> <p>3.3 Interview</p> <p>3.4 Written tests</p> <p>3.5 Observation</p> <p>3.6 Oral questioning</p>
4. Context of Assessment	<p>Competency may be assessed</p> <p>4.1 On the job</p> <p>4.2 Off the job</p> <p>4.3 During industrial attachment</p>
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.