

BASIC UNITS OF COMPETENCY

DEMONSTRATE COMMUNICATION SKILLS

UNIT CODE: HOS/OS/FB/BC/01/3

UNIT DESCRIPTION

This unit covers the competencies required to gather, interpret and convey information in response to workplace requirements.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
<p>These describe the key outcomes which make up workplace function</p>	<p>These are assessable statements which specify the required level of performance for each of the elements.</p> <p><i>Bold and italicized terms are elaborated in the Range</i></p>
<p>1. Obtain and convey workplace information</p>	<p>1.1 Specific and relevant information is accessed from <i>appropriate sources</i></p> <p>1.2 Effective questioning, active listening and speaking skills are used to gather and convey information</p> <p>1.3 Appropriate <i>medium</i> is used to transfer information and ideas</p> <p>1.4 Appropriate non- verbal communication is used</p> <p>1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed</p> <p>1.6 Defined workplace procedures for the location and <i>storage</i> of information are used</p> <p>1.7 Personal interaction is carried out clearly and concisely</p>
<p>2. Speak English at a basic operational level</p>	<p>2.1 Simple conversations on familiar topics with work colleagues is participated</p> <p>2.2 Simple verbal instructions or requests are responded to according to workplace guidelines</p> <p>2.3 Simple requests are made in accordance with workplace procedure</p> <p>2.4 Routine procedures are described in accordance with workplace policy</p> <p>2.5 Likes, dislikes and preferences are expressed</p> <p>2.6 Different forms of expression in English are identified</p>
<p>3. Participate in workplace meetings and discussions</p>	<p>3.1 Team meetings are attended on time</p> <p>3.2 Own opinions are clearly expressed and those of others are listened to without interruption</p> <p>3.3 Meeting inputs are consistent with the meeting purpose and established <i>protocols</i></p> <p>3.4 <i>Workplace interactions</i> are conducted in a courteous manner</p>

	<p>3.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to</p> <p>3.6 Meetings outcomes are interpreted and implemented</p>
4. Complete relevant work related documents	<p>4.1 Range of forms relating to conditions of employment are completed accurately and legibly</p> <p>4.2 Workplace data is recorded on standard workplace forms and documents</p> <p>4.3 Basic mathematical processes are used for routine calculations</p> <p>4.4 Errors in recording information on forms/ documents are identified and properly acted upon</p> <p>4.5 Reporting requirements to supervisor are completed according to organizational guidelines</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.

Variable	Range
1. Appropriate Sources include but not limited to:	<p>1.1 Various department heads</p> <p>1.2 Organization documents</p>
2. Medium include but not limited to:	<p>Method of communication</p> <p>2.1 Physical media</p> <p>2.2 Mechanical media (everything that is not No. 1)</p>
3. Routine procedures include but not limited to:	3.1 Day to day activities
4. Protocols include but not limited to:	4.1 Procedures for doing a task
5. Workplace interactions include but not limited to:	5.1 Official inter relations

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:

- Analytical
- Listening
- Communication

- Report writing
- Interpretation
- Basic Information Technology (IT)

Required Knowledge

The individual needs to demonstrate knowledge of:

- Report writing in templates
- Sources of information
- Lines of communication
- Self-expression
- Information storage

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 Prepared written communication following standard format of the organization 1.2 Accessed information using communication equipment 1.3 Spoken English at a basic operational level 1.4 Made use of relevant terms as an aid to transfer information effectively 1.5 Conveyed information effectively adopting the formal or informal communication
2. Resource Implications	2.1 Telephone 2.2 Writing materials 2.3 Internet
3. Methods of Assessment	3.1 Direct Observation 3.2 Oral interview and written test
4. Context of Assessment	Competency may be assessed individually in the actual workplace or through accredited institution
5. Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.