

DEMONSTRATE COMMUNICATION SKILLS

UNIT CODE: HO/OS/HP/BC/01/3/B

UNIT DESCRIPTION

This unit specifies the competencies required to demonstrate communication skills. It involves obtaining and conveying workplace information, speaking English at a basic operational level, participating in workplace meetings and discussions, and completing relevant work-related documents.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
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>Bold and italicized terms are elaborated in the Range</i>
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from <i>appropriate sources</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>medium</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 1.7 Personal interaction is carried out clearly and concisely according to workplace requirements
2. Speak English at a basic operational level	2.1 Participation in simple conversations with work colleagues is undertaken based on familiar topics 2.2 Simple verbal instructions and requests are responded to according to workplace guidelines 2.3 <i>Routine procedures</i> are provided in accordance with workplace policy 2.4 Likes, dislikes and preferences are expressed based on individual preference

	2.5 Different forms of expression in English are identified in line with workplace requirements
3. Participate in workplace meetings and discussions	<p>3.1 Team meetings are attended on time according to schedules</p> <p>3.2 Own opinions are clearly expressed and those of others are listened to in accordance with workplace guidelines</p> <p>3.3 Meeting inputs are provided based on the meeting purpose and established <i>protocols</i></p> <p>3.4 <i>Workplace interactions</i> are conducted as per organizations' code of conduct</p> <p>3.5 Work-related questions are asked and responded based on set protocols</p> <p>3.6 Meetings outcomes are interpreted and implemented as per organizations' objectives</p>
4. Complete relevant work-related documents	<p>4.1 Range of forms relating to conditions of employment are completed according to workplace procedures</p> <p>4.2 Workplace data is recorded based on workplace requirements</p> <p>4.3 Errors in recording information are identified and acted upon in accordance with workplace policies</p> <p>4.4 Reporting requirements 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 may include but not limited to:	<ul style="list-style-type: none"> • Various department heads, • organization documents
2. Medium may include but not limited to:	<ul style="list-style-type: none"> • Method of communication • Physical media • Mechanical media

3. Routine procedures may include but not limited to:	<ul style="list-style-type: none"> • Day to day activities
4. Protocols may include but not limited to:	<ul style="list-style-type: none"> • Procedures for doing a task
5. Workplace interactions may include but not limited to:	<ul style="list-style-type: none"> • 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
- Active Listening
- Communication
- writing
- Interpretation
- Basic Information Technology (IT)

Required Knowledge

The individual needs to demonstrate knowledge of:

- Minutes writing
- Report writing

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	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Prepared written communication following standard format of the organization</p> <p>1.2 Accessed information using communication equipment</p> <p>1.3 Spoken English at a basic operational level</p>
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	<p>1.4 Made use of relevant terms as an aid to transfer information effectively</p> <p>1.5 Conveyed information effectively adopting the formal or informal communication</p>
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2. 1 Access to relevant workplace where assessment can take place 2. 2 Appropriately simulated environment where assessment can take place 2. 3 Materials relevant to the proposed activity or tasks
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Direct Observation 3.2 Interview 3.3 Written test
4. Context of Assessment	<p>Competency may be assessed:</p> <ul style="list-style-type: none"> 4.1 On the job 4.2 Off the job 4.3 During industrial attachment
5. Guidance information for assessment	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>