

## DEMONSTRATE COMMUNICATION SKILLS

UNIT CODE: IT/OS/ICTA/BC/01/4/A

### UNIT DESCRIPTION

This unit covers the competencies required to gather, interpret and convey information in response to workplace requirements and to lead in the dissemination and discussion of ideas, information and issues in the workplace.

### 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><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> 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate <i><b>medium</b></i> is used to transfer information and ideas 1.4 Appropriate non- verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and <i><b>storage</b></i> of information are used 1.7 Personal interaction is carried out clearly and concisely
2. Complete relevant work-related documents	2.1 Range of forms relating to conditions of employment are completed accurately and legibly 2.2 Workplace data is recorded on standard workplace forms and documents 2.3 Basic mathematical processes are used for routine calculations 2.4 Errors in recording information on forms/ documents are identified and properly acted upon 2.5 Reporting requirements to supervisor are completed according to organizational guidelines
3. Communicate information	3.1 Appropriate method of communication is selected

about workplace processes	<p>3.2 Multiple operations involving several topics areas are communicated accordingly</p> <p>3.3 Questions are used to gain extra information</p> <p>3.4 Correct sources of information are identified</p> <p>3.5 Information is selected and organized correctly</p> <p>3.6 Verbal and written reporting is undertaken when required</p> <p>3.7 Communication skills are maintained in all situations</p>
4. Lead workplace discussion	<p>4.1 Response to workplace issues are sought</p> <p>4.2 Response to workplace issues are provided immediately</p> <p>4.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety</p> <p>4.4 Goals/objectives and action plan undertaken in the workplace are communicated accordingly</p>
5. Identify and communicate issues arising in the workplace	<p>5.1 Issues and problems are identified as they arise</p> <p>5.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication</p> <p>5.3 Dialogue is initiated with appropriate personnel</p> <p>5.4 Communication problems and issues are raised as they arise</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
<p><b>Methods of communication</b> May include but not limited to:</p>	<p>1.1 Non-verbal gestures</p> <p>1.2 Verbal</p> <p>1.3 Face to face</p> <p>1.4 Two-way radio</p> <p>1.5 Speaking to groups</p> <p>1.6 Using telephone</p> <p>1.7 Written</p> <p>1.8 1.8. Internet</p>
<p><b>Workplace discussion</b> include but not limited to:</p>	<p>1.1 Coordination meetings</p> <p>1.2 Toolbox discussion</p> <p>1.3 Peer-to-peer discussion</p>

## 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:

- Organize information
- Understand and convey intended meaning
- Participate in variety of workplace discussions
- Comply with organization requirements for the use of written and electronic communication methods
- Effective report writing
- Effective clarifying and probing skills

### 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 1.8 Provided accurate information
2. Resource Implications	The following resources should be provided: 2.1 Variety of Information 2.2 Communication tools

	2.3 Simulated workplace
3. Methods of Assessment	3.1 Case Study 3.2 Third-party reports 3.3 Portfolio 3.4 Interview 3.5 Role Play
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.

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