



Australian Government

Department of Education, Employment and Workplace Relations

CPPCLO1041A Apply basic communication skills

Release: 1

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Modification History

Revised unit

Unit updated and equivalent to PRMCL41A Apply basic communication skills

Unit Descriptor

This unit of competency specifies the outcomes required to apply basic verbal, non-verbal and written communication skills for effective interaction with cleaning industry clients and colleagues. It requires the ability to exchange information accurately, interpret and follow routine instructions, and demonstrate appropriate communication techniques when working with others from varying backgrounds.

Application of the Unit

This unit of competency supports employees without managerial or supervisory responsibilities. Work would usually be carried out under direct supervision and within organisational guidelines.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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|---|--------------------------------|-----|---|
| 1 | Receive and relay information. | 1.1 | Verbal <i>information</i> is received, acknowledged and followed according to <i>company requirements</i> . |
| | | 1.2 | Non-verbal, written or pictorial information is received, acknowledged and applied according to company requirements. |
| | | 1.3 | Numerical and measurement calculations are received, acknowledged and applied according to company requirements. |
| | | 1.4 | Information is relayed in a clear and concise manner using <i>communication techniques</i> . |
| | | 1.5 | Simple routine workplace documentation is completed accurately to meet <i>work order</i> and company requirements. |
| 2 | Work with others. | 2.1 | Workplace information is discussed with colleagues to achieve individual and team goals and to meet company requirements. |
| | | 2.2 | Problems are clarified with <i>appropriate persons</i> according to company requirements. |
| | | 2.3 | Contributions are made to positive workplace relations according to company requirements. |
| | | 2.4 | Communication is courteous and considers <i>social and cultural differences</i> . |

Required Skills and Knowledge

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

Required skills

- customer service skills to:
 - establish rapport with clients
 - gain clients' trust
 - identify client expectations

interpersonal skills to relate to people from a range of backgrounds

- language, literacy and numeracy skills to:
 - communicate clearly and concisely verbally and in writing
 - read and interpret directions and safety instructions, including:
 - chemical labels
 - equipment manuals
 - material safety data sheets (MSDS)
 - request advice or further information
 - seek and receive feedback
 - source, organise and record information
 - perform mathematical calculations required for diluting and mixing chemicals

self-management skills to work alone and in a team

Required knowledge

- company management structure and procedures, including:
 - biological and viral control
 - emergency response and evacuation procedures
 - environmental protection procedures
 - injury, dangerous occurrence and incident reporting
 - occupational health and safety (OHS) procedures
 - quality systems
- legislation, regulations, codes of practice and industry advisory standards that apply to cleaning operations, including OHS legislation
- relevant cleaning chemicals and equipment and their application and safe disposal
- surfaces that require cleaning, including:
 - relevant cleaning methods
 - their characteristics

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.

Overview of assessment	This unit of competency could be assessed by observing at least two different practical demonstrations of applying basic communication skills.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>A person who demonstrates competency in this unit must be able to provide evidence of the required skills and knowledge specified in this unit.</p> <p>In particular the person should demonstrate the ability to:</p> <ul style="list-style-type: none"> • communicate effectively on a one-to-one and group basis both verbally and in writing • receive and relay verbal, non-verbal or written information clearly, concisely and accurately to reflect sensitivity to individual social and cultural differences • describe and meet company, legislative and regulatory requirements.
Context of and specific resources for assessment	<p>Assessment of essential underpinning knowledge may be conducted in an off-site context. It is to comply with relevant regulatory or Australian standards' requirements.</p> <p>Resource implications for assessment include access to:</p> <ul style="list-style-type: none"> • suitable work site or venue • suitable equipment and chemicals • PPE • equipment operating manuals and MSDS • work order instructions and work plans • assessment instruments, including personal planner and assessment record book.
Method of assessment	<p>Assessment methods must:</p> <ul style="list-style-type: none"> • satisfy the endorsed Assessment Guidelines of the Property Services Training Package • include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application • reinforce the integration of employability skills with workplace tasks and job roles • confirm that competency is verified and able to be transferred to other circumstances and environments.

Guidance information for assessment	<p>Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.</p> <p>Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.</p> <p>This unit could be assessed on its own or in combination with other units relevant to the job function, such as:</p> <ul style="list-style-type: none">• CPPCLO1040A Prepare for work in the cleaning industry• CPPCMN2002A Participate in workplace safety arrangements.
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Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. 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.

<i>Information</i> may include:	<ul style="list-style-type: none"> • activity reports • legislative and OHS requirements • memoranda • notices • pictorial signs • rights and responsibilities of employees • verbal and non-verbal language • written work orders.
<i>Company requirements</i> may include:	<ul style="list-style-type: none"> • business and performance plans • client communication procedures • client confidentiality procedures • client service standards • communication channels and reporting procedures • company goals, objectives, plans, systems and processes • company issued identification badge, card or pass • company policies and procedures, including: <ul style="list-style-type: none"> • access and equity policy, principles and practice • OHS policies and procedures, including control procedures • maintenance procedures for equipment and personal protective equipment (PPE) • those relating to own role, responsibility and delegation • work site access security clearance procedures • company service standards • dress and presentation requirements • duty of care, code of conduct, and code of ethics • emergency response and evacuation procedures • employer and employee rights and responsibilities • environmental protection procedures • personnel practices and guidelines • quality and continuous improvement processes and standards • records and information systems and processes • training materials (induction, refresher and new skills) • use of contractors.
<i>Communication</i>	<ul style="list-style-type: none"> • active listening to clarify and confirm understanding • constructive feedback

<i>techniques</i> may include:	<ul style="list-style-type: none"> • control of voice tone and body language • demonstrating flexibility • non-verbal positive actions • questioning to clarify and confirm understanding • using culturally aware and sensitive language and concepts • using positive, confident and cooperative language.
<i>Work order information</i> may include:	<ul style="list-style-type: none"> • access to work site, including: <ul style="list-style-type: none"> • access and egress points • timing of access • budget allocations • completion times and dates • human resource requirements to complete the work tasks • job requirements and tasks • legislative and local government requirements • OHS requirements and emergency response procedures • requirements for working in isolated and remote locations • resource requirements, such as equipment and materials • specific client requirements, such as: <ul style="list-style-type: none"> • dress and presentation requirements • relationships with other activities • use of signage and barriers • work schedules • work site contact persons.
<i>Appropriate persons</i> may include:	<ul style="list-style-type: none"> • colleagues • managers • supervisors • workplace trainers.
<i>Social and cultural differences</i> may be expressed in:	<ul style="list-style-type: none"> • beliefs, values and practices • cultural preferences • food preferences • gender conventions • language • religious and spiritual observances • social conventions • traditional practices and observations.

Unit Sector(s)

Cleaning operations

Custom Content Section

Not applicable.