Australian Government

Department of Education, Employment and Workplace Relations

CSCORG202A Communicate effectively

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CSCORG202A Communicate effectively

Modification History

CSCORG202A Release 2:   Layout adjusted. Minor revisions to required knowledge.
CSCORG202A Release 1:   Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to carry out a range of communication functions to enable effective transfer of information within the organisation. It includes exchanging information for specific purposes, adapting communication to people and situations, communicating in work groups, written communication and maintaining the security of information.

The unit is about communicating effectively with people - non-verbally, orally, in writing and using electronic and/or telecommunication systems. This is an essential aspect of all jobs in government and community safety sectors.

Application of the Unit

This unit applies to candidates with both general and specialist competencies from a range of occupational areas. For this reason the unit may be customised, particularly in the assessment of knowledge based on different organisational, sector and locational requirements.

In practice, workplace communication overlaps with other generalist or specialist work activities such as delivering client services, handling information, preparing reports, using resources, using technology, etc.

Licensing/Regulatory Information

Not applicable.

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 required performance needed to demonstrate achievement of the element. Where **_bold italicised_** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Exchange information for specific purposes.	1.1 Use *communication techniques* that achieve effective and purposeful exchange of information.
	1.2 Use effective listening and speaking skills to confirm understanding.
	1.3 Communicate information accurately and factually, in the time required and to all relevant people.
	1.4 Provide constructive feedback where required.
	1.5 Identify and correct contradictions, ambiguity, uncertainty or misunderstandings with a range of sources and references.
	1.6 Include appropriate non-verbal techniques in communication and interaction.
2 Adapt communication to people and situations.	2.1 Identify your audience and adapt *communication approaches* to suit people and situations.
	2.2 Consider possible language or literacy difficulties during communication with others.
	2.3 Consider possible cultural differences or personal values when problems or misunderstandings occur during communication.
	2.4 Seek support when you are having difficulty communicating effectively.
	2.5 Include cultural awareness, sensitivity and discretion in communication and interaction.
3 Communicate effectively in the work group.	3.1 Participate in meetings, briefings and group working sessions to maintain understanding and group support.
	3.2 Identify any potential *communication barriers* between you and the people in your work group.
	3.3 Encourage positive involvement and contributions from all involved.
	3.4 Give clear, accurate and informative messages to group members to ensure that information can be easily understood and acted on.
	3.5 Negotiate issues and problems and resolve them within the group.
	3.6 Respond appropriately to instructions and feedback.
4 Communicate in writing.	4.1 Communicate in a written manner that is consistent with relevant legislation, policies and procedures.
	4.2 Produce *written material* that takes account of expectations, requirements and the needs of different

ELEMENT	PERFORMANCE CRITERIA
	audiences.
	4.3 Produce written material that is clear, accurate and contains the degree of detail required by the recipient.
	4.4 Write and/or enter information into computer-based communication systems.
5 Maintain the security of information.	5.1 Act in accordance with *legislation*, *policies and procedures* related to the security of information.
	5.2 Take appropriate precautions when communicating confidential or sensitive information.
	5.3 Disclose information only to those who have a right and need to know it, and when proof of identity has been obtained.
	5.4 Maintain the security of records when handling and storing them.
	5.5 Alert the appropriate person when you think the security of information is not being maintained or information is being misused.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- applying appropriate communication techniques to workplace situations
- accessing, reading and interpreting documents, including regulatory requirements and workplace policies and procedures
- adapting communication methods to suit multilingual persons or persons with limited ability to speak or understand English
- communicating with people from a range of social, cultural and ethnic backgrounds and with varying physical and mental abilities
- modifying communication so that the differences between you and the people you are communicating with are minimised
- using communication strategies to resolve problems and conflict
- clearly establishing expectations and boundaries in workplace relationships
- willingness to adapt to changes and new circumstances with flexibility and openness to the ideas of others
- completing accurate and timely workplace documentation, reports, forms, logs or diaries
- presenting written material in the range of media used in the workplace, including information technology systems with an awareness of environmental and sustainable practices
- handling and storing information securely and safely.

Required knowledge:

- basic communication techniques, including barriers to effective communication
- principles of effective listening, questioning and interactive communication
- protocols and procedures for communicating with others
- relevant cultural practices within the organisation and community
- identification of discriminative language
- organisation's code of conduct and policies concerning communication and personal interaction in the workplace
- organisation's policy and procedures related to reporting protocols and procedures and security of information
- technical and professional language used in the government and community safety sectors
- personal values, own and others, that have an impact on effective communication.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment	This unit contains a wide range of applications to reflect the diverse nature of communications and interactions required in correctional services. Selection from the range statement will be justified in terms of work site requirements, work roles and responsibilities, and occupational specialisations.
	Evidence for assessment must be gathered over a significant period of time and in conjunction with evidence gathered for all other units that have a component of communication within the workplace. This may require opportunities for candidates to demonstrate performance in a number of locations or service areas in the organisation relevant to the range of responsibilities they may be given.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:
	• the knowledge requirements of this unit
	• the skill requirements of this unit
	• application of employability skills as they relate to this unit
	• ability to communicate effectively in a range of (two or more) contexts or occasions, over time.
Context of and specific resources for assessment	Valid assessment of this unit requires:
	• a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual communicating effectively as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
	• copies of legislation, policies, procedures and guidelines relating to communicating effectively and professionally within the organisation
	• access to appropriate learning and assessment support when required.
Method of assessment	The following assessment methods are suggested:
	• observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
	• written and/or oral questioning to assess knowledge and

     understanding

- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

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 in the performance criteria is detailed below. Add any 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.

Communication techniques will include:	- active listening - giving constructive feedback - two-way interactions for different contexts - using timing and management of interaction and silence - using deliberate non-verbal actions and reactions - reflection and summarising for agreement - deliberate selection of language from a range of options - examples of using cultural awareness and sensitivity - flexibility and adaptation of techniques for specific purposes - timing of interactions - selecting environments conducive to effective communication - participating in formal and informal team meetings - participating in routine and special meetings.
Range of different ***communication approaches*** will include:	- with individuals and with groups - with known and unknown audiences, which may include: - colleagues - managers - senior officials with different levels of authority and status - clients with specified needs - people with disabilities - people from culturally and linguistically diverse backgrounds - offenders and detainees - Aboriginal and Torres Strait Islander people - residents within a community - members of the public - other professionals - in routine and predictable circumstances, including responding to conflict and uncooperative behaviour.

Communication barriers can include:	- cultural - degree of confusion - first or preferred language - level of familiarity with subject of communication or context in which it is taking place - level of knowledge and skills - environmental (e.g. noise or lack of privacy) - health and wellbeing of individuals involved - social difficulties (e.g. violent and abusive situations).
Written material will include evidence of:	- informal reports and documents for internal use - electronic files using the information technology required by the work site - correcting and updating information - complying with the organisation's procedures for the storage, security and confidentiality of information.
Legislation, *policies and procedures* may relate to:	- confidentiality - authorised access to or use of information - freedom of information - protection of privacy - data protection and the storage and security of information - use of information technology and other electronic or telecommunication systems.

Unit Sector(s)

Organisational administration and management.

Competency field

Not applicable.

Co-requisite units

Not applicable.

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