



Australian Government

Department of Education, Employment and Workplace Relations

FPICOR2202B Communicate and interact effectively in the workplace

Release: 1

FPICOR2202B Communicate and interact effectively in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit describes the outcomes required to communicate and interact effectively with other workers, including, gathering, conveying and receiving information through verbal and written forms of communication and participating in work relations

General workplace legislative and regulatory requirements may apply to this unit; however there are no specific licensing or certification requirements at the time of publication

This unit replaces FPICOR2202A Communicate and interact effectively in the workplace

Application of the Unit

Application of the unit

The unit involves effectively communicating and interacting in the workplace in a variety of work settings, including, a forest environment, saw mill, wood chip mill, veneer mill, board/plywood mill, timber treatment plant, downstream processing of timber, forest products factory, forest products sales and service, horticultural, domestic, local council, emergency services environment

The skills and knowledge required for competent workplace performance are to be used within the scope of the person's job and authority

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability skills 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

| ELEMENT | PERFORMANCE CRITERIA |
|---|--|
| 1. Gather, convey and receive information | <p>1.1. Applicable <i>Occupational Health and Safety</i> (OHS), <i>environmental, legislative</i> and <i>organisational requirements</i> relevant to communicating and interacting effectively in the workplace are identified and followed</p> <p>1.2. <i>Verbal and written instructions</i> are gathered, received and responded to with correct actions</p> <p>1.3. Instructions are conveyed accurately using relevant <i>communication modes</i></p> <p>1.4. <i>Work signage</i> is responded to with correct action</p> <p>1.5. Information is conveyed in simple language and messages are acknowledged and checked</p> <p>1.6. Questions are used to gain additional information and to clarify understanding</p> |
| 2. Carry out face-to-face routine communication | <p>2.1. Routine instructions and messages are received and followed</p> <p>2.2. Workplace procedures are carried out to company requirements</p> <p>2.3. Information from a range of sources is accessed, <i>interpreted</i> and checked with <i>appropriate personnel</i></p> <p>2.4. Information is selected and <i>sequenced</i> correctly</p> <p>2.5. Verbal and written <i>reporting</i> is conducted clearly and legibly in line with workplace procedures</p> |
| 3. Apply visual communications | <p>3.1. <i>Visual communications</i> are used following accepted industry practices and/or social conventions</p> <p>3.2. Attention of the communicating parties is obtained, checked and acknowledged</p> <p>3.3. Intention of visual communications is clarified and checked at each step</p> <p>3.4. Unclear or ambiguous visual communications are questioned or visually cancelled</p> <p>3.5. Instances of unclear visual communications are followed up to avoid repeated problems</p> |
| 4. Participate in simple meeting processes | <p>4.1. Correct process for <i>meetings</i> is identified and followed in line with pre-determined or agreed procedures</p> <p>4.2. Responses are sought and provided to others in the group</p> <p>4.3. Constructive contributions are made to the group</p> |

ELEMENT**PERFORMANCE CRITERIA**

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|--------------------------------|--|
| | 4.4. Goals or outcomes are noted and communicated to appropriate personnel |
| 5. Maintain work relationships | 5.1. Communication with co-workers is conducted in a courteous manner which reflects sensitivity to individual, <i>social and cultural differences</i> |
| | 5.2. Relevant workplace information is shared with co-workers to achieve designated individual and team, goals and objectives |
| | 5.3. Assistance is provided to, and sought from, co-workers to achieve work tasks |
| | 5.4. Contradictions, ambiguity, uncertainty or misunderstandings are identified and clarified with appropriate personnel |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- Technical skills sufficient to use and maintain relevant equipment
- Communication skills sufficient to; effectively request information; actively listen; effectively receive and action feedback; effectively relate to people from a range of social, cultural and ethnic backgrounds and varying physical and mental abilities; use appropriate communication and interpersonal techniques with colleagues and others
- Literacy skills sufficient to accurately locate, record and report information
- Numeracy skills sufficient to estimate, measure and calculate time required to complete a task
- Problem solving skills sufficient to effectively solve routine problems, review and accurately identify and interpret work requirements

Required knowledge

- Applicable Commonwealth, State or Territory legislation, regulations, standards, codes of practice and established safe practices relevant to the full range of processes for effective communication and interaction in the workplace
- Environmental protection requirements, including the safe disposal of waste material
- Organisational and site standards, requirements, policies and procedures relevant to effective communication and interaction in the workplace

REQUIRED SKILLS AND KNOWLEDGE

- Basic principles of effective communication
- Basic principles of working relationships
- Differences between written and spoken language
- Organisational standards for the presentation of written information
- Established communication channels and protocols
- Problem identification and resolution strategies
- Types of tools and equipment and procedures for their safe use and maintenance
- Appropriate mathematical procedures for estimating and measuring, including calculating time to complete tasks
- Procedures for recording and reporting workplace information

Evidence Guide

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

A person who demonstrates competency in this unit must be able to provide evidence that they can communicate and interact effectively in the workplace

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements of this unit and include demonstration of:

- following applicable Commonwealth, State or Territory legislative and regulatory requirements and codes of practice relevant to communicating and interacting effectively in the workplace
- following organisational policies and procedures relevant to communicating and interacting effectively in the workplace
- the ability to receive and relay verbal, non-verbal and written information in a clear, concise and accurate manner
- the use of a range of visual communication signals
- participation in workplace meetings using agreed processes to resolve issues

Context of and specific resources for assessment

- Competency is to be assessed in the workplace or realistically simulated workplace
- Assessment is to occur under standard and authorised work practices, safety requirements and environmental constraints
- Assessment of required knowledge, other than confirmatory questions, will usually be conducted in an off-site context
- Assessment is to follow relevant regulatory or Australian Standards requirements
- The following resources should be made available:
 - workplace location or simulated workplace
 - materials and equipment relevant to undertaking work applicable to this unit
 - specifications and work instructions

Method of assessment

- Assessment must satisfy the endorsed Assessment Guidelines of the FPI11 Training Package

EVIDENCE GUIDE

- Assessment methods must confirm consistency and accuracy of performance (over time and in a range of workplace relevant contexts) together with application of required knowledge
- Assessment must be by direct observation of tasks, with questioning on required knowledge and it must also reinforce the integration of employability skills
- Assessment methods must confirm the ability to access and correctly interpret and apply the required knowledge
- Assessment may be applied under project-related conditions (real or simulated) and require evidence of process
- Assessment must confirm a reasonable inference that competency is able not only to be satisfied under the particular circumstance, but is able to be transferred to other circumstances
- Assessment may be in conjunction with assessment of other units of competency
- The assessment environment should not disadvantage the candidate
- Assessment practices should take into account any relevant language or cultural issues related to Aboriginality, gender or language backgrounds other than English
- Where the participant has a disability, reasonable adjustment may be applied during assessment
- Language and literacy demands of the assessment task should not be higher than those of the work role

Range Statement

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.

OHS requirements: are to be in line with applicable Commonwealth,

RANGE STATEMENT

State or Territory legislation and regulations, and organisational safety policies and procedures, and may include:

- personal protective equipment and clothing
- safety equipment
- first aid equipment
- fire fighting equipment
- hazard and risk control
- fatigue management
- elimination of hazardous materials and substances
- safe forest practices including required actions relating to forest fire
- manual handling including shifting, lifting and carrying
- job risk assessments
- legislation
- organisational policies and procedures
- workplace practices

Environmental requirements may include:

Legislative requirements:

are to be in line with applicable Commonwealth, State or Territory legislation, regulations, certification requirements and codes of practice and may include:

- award and enterprise agreements
- industrial relations
- Australian Standards
- confidentiality and privacy
- OHS
- the environment
- equal opportunity
- anti-discrimination
- relevant industry codes of practice
- duty of care
- heritage and traditional land owner issues

Organisational requirements may include:

- legal
- organisational and site guidelines
- policies and procedures relating to own role and responsibility
- quality assurance
- procedural manuals
- quality and continuous improvement

RANGE STATEMENT

| | |
|---|---|
| | <ul style="list-style-type: none">processes and standards• OHS, emergency and evacuation procedures• ethical standards• recording and reporting requirements• equipment use and maintenance and storage requirements• environmental management requirements (waste disposal, recycling and re-use guidelines) |
| Verbal and written instructions may include: | <ul style="list-style-type: none">• graphical instructions• signage• plans• work bulletins• charts and hand drawings• documents• memos• maps• material safety data sheets (MSDS)• diagrams• sketches• graphics |
| Communication modes may include: | <ul style="list-style-type: none">• verbal and non-verbal language• constructive feedback• active listening• questioning to clarify and confirm understanding• use of positive, confident and cooperative language• use of language and concepts appropriate to individual social and cultural differences• control of tone of voice• body language• use of telephones (including mobile)• email• facsimile• internet• two-way radios |
| Work signage may include: | <ul style="list-style-type: none">• site safety signs• directional signs• traffic signs• facility or location signs |

RANGE STATEMENT

Interpreting information may include:

- hazards
- company procedures
- regulations
- OHS requirements
- induction procedures
- industrial agreements
- checklists
- instructions
- delivery dockets
- MSDS
- workplace policies
- quality requirements
- bulletins
- maps
- work schedules
- emergency procedures
- job risk assessments

Appropriate personnel may include:

- supervisors
- colleagues
- clients

Sequencing information is to include:

- receiving the information and converting it into a logical order of activities

Reporting may include:

- verbal or written communication of work output
- quality outcomes
- hazards
- incidents or equipment malfunctions
- completion of written notes
- simple workplace proformas or documents
- email communication

Visual communications may include:

- eye contact
- hand signals
- electronic signals
- mechanical signals

Meetings may be:

- on or off-site

and are to include:

- tool box meetings
- team meetings
- project meetings

RANGE STATEMENT

Social and cultural differences
may be expressed in:

- meetings with land owners
- staff meetings
- industrial meetings
- language
- traditional practices and observations
- beliefs
- values
- practices
- food
- diet
- dress
- religious and spiritual observances
- social conventions
- cultural stereotypes
- conventions of gender or sexuality

Unit Sector(s)

Not Applicable

Competency field

Competency field Core