



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PUACOM001C Communicate in the workplace**

**Revision Number: 2**

## PUACOM001C Communicate in the workplace

### Modification History

PUACOM001C Release 2: Layout adjusted. Application added.  
PUACOM001C Release 1: Primary release.

### Unit Descriptor

This unit covers the competency for interacting with people internally and externally through verbal, nonverbal and written communications in the workplace and the ability to follow verbal and written workplace instructions.

### Application of the Unit

This unit applies to all workers, but has a specific focus on the communication skills required by entry level workers with public safety organisations and other safety roles.

### 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 Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Communicate verbally	<ul style="list-style-type: none"><li>1.1 Language used in all communications is clear concise and appropriate to client, assignment and organisation's requirements.</li><li>1.2 Active listening skills and questioning techniques are used to clarify issues.</li><li>1.3 Established <b>communication</b> pathways are used for routine and non-routine communication.</li></ul>
2. Communicate non verbally	<ul style="list-style-type: none"><li>2.1 <b>Non verbal communication</b> is positive, culturally appropriate and tailored to the audience.</li><li>2.2 Non verbal communication is consistent with verbal communication.</li></ul>
3. Communicate with clients	<ul style="list-style-type: none"><li>3.1 Questioning, learning and summarising skills are used to establish <b>client needs</b>.</li><li>3.2 The needs of <b>clients</b> are addressed in line with organisation's policy and procedures.</li><li>3.3 Confidentiality is observed in accordance with organisation's policies and procedures.</li></ul>
4. Give and receive instructions	<ul style="list-style-type: none"><li>4.1 <b>Instructions</b> received are acted upon within an agreed time frame and to meet organisation needs.</li><li>4.2 Difficulties/problem areas are identified and communicated to the appropriate person in a timely manner.</li><li>4.3 Clarification of instructions is sought from the appropriate person.</li><li>4.4 Instructions are relayed clearly, concisely and accurately and confirmation of understanding obtained.</li></ul>
5. Take part in group discussions and informal meetings	<ul style="list-style-type: none"><li>5.1 Contributions are made in small informal group activities and meetings to facilitate outcomes.</li><li>5.2 Responses are sought from, and provided to, other group members in a constructive way.</li><li>5.3 Views and opinions of individuals or a group are understood, acknowledged and accurately represented to others where required.</li></ul>
6. Prepare and process routine written correspondence notes and records	<ul style="list-style-type: none"><li>6.1 Information and ideas are presented in a format, language and timeframe to meet organisation's requirements.</li><li>6.2 Presentation of written documents meets organisation's standards of style and accuracy.</li><li>6.3 Documents are processed to comply with legislative requirements and organisation's policy and procedures.</li></ul>

## Required Skills and Knowledge

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

### Required Skills

- communicate in group setting
- follow written instructions
- give and receive verbal instructions
- interact with clients
- use information technology effectively

### Required Knowledge

- effective non verbal communication techniques
- effective verbal communication techniques
- group communication techniques
- small group dynamics
- written communication skills

## Evidence Guide

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

It is essential for this unit that competence be demonstrated in effectively interacting with clients and communicate verbally and non verbally.

#### Consistency in performance

Evidence should be gathered over a period of time in a range of actual or simulated workplace environments.

### Context of and specific resources for assessment

#### Context of assessment

- A combination of oral or written presentations
- observations
- on the job and/or in a simulated workplace environment

#### Specific resources for assessment

No special requirements.

## 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.

- Clients*** may include:
- external
  - internal
  - representatives of other organisations
  - representatives of non government organisations
  - contractors
  - members of the public
  - persons from culturally and linguistically diverse backgrounds
  - people with hearing/vision impairments

- Instructions*** may include:
- verbal
  - non verbal
  - written and may include requests
  - directions

- Modes of communication*** may include:
- written
  - face to face
  - radio
  - mobile telephone
  - land line telephone
  - facsimile
  - information technology systems
  - signalling systems
  - pamphlets translated in other languages for persons from culturally and linguistically diverse backgrounds
  - Auslan gestures
  - use of interpreters
  - signals
  - visual signalling re vessels
  - helicopter signals
  - fixed plane signals
  - signalling to vessel skipper re anchoring, towing etc

- Client needs*** may include:
- information
  - advice
  - directions
  - assistance

- Workplace*** may include:
- office
  - in the field

- workshop
- operational area
- surf or ocean environment
- blue water coastal areas, barrier reef
- bars and bar crossings

***Non verbal communication***

may include:

- body language
- gestures and signals

***Routine correspondence*** may

include:

- brief notes
- documents
- number of themes covered in document would be simple and limited

## **Unit Sector(s)**

Not applicable.