



**Australian Government**

# **ACMGAS202 Participate in workplace communications**

**Release: 1**

## ACMGAS202 Participate in workplace communications

### Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

### Application

This unit of competency describes the skills and knowledge required to participate in workplace communications in an animal care and management environment.

This unit applies to new entrants to the animal care and management industry. Animal care may occur in a wide variety of workplaces, including retail pet stores, kennels and catteries, shelters, veterinary practices, zoos, animal research facilities and others. The unit applies to individuals who work under general supervision and exercise limited autonomy with some accountability for their own work. They undertake defined activities and work in a structured context.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

### Pre-requisite Unit

Nil

### Unit Sector

General Animal Studies (GAS)

### Elements and Performance Criteria

Element	Performance criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Follow routine instructions	1.1 Listen to and interpret spoken instructions 1.2 Follow instructions and procedures in an appropriate sequence for the task and in accordance with the information received 1.3 Ask supervisor for clarification when required

Element	Performance criteria
2. Obtain and provide information in response to workplace requirements	2.1 Obtain specific information from the relevant source 2.2 Interpret information 2.3 Provide information clearly and precisely in written or verbal format as required 2.4 Ensure all personal interaction is courteous, and enquiries are clear and concise 2.5 Store information following organisational procedures
3. Complete relevant work-related documents	3.1 Complete work-related documents accurately 3.2 Record workplace data on manual or electronic forms and documents 3.3 Use basic mathematical processes for routine workplace calculations 3.4 Check information on forms and documents and correct errors 3.5 Report work progress to supervisor
4. Participate in workplace meetings and discussions	4.1 Attend team meetings on time 4.2 Express opinions clearly and listen to opinions of others without interruption 4.3 Ensure input to meetings and discussions is consistent with the purpose and established protocols 4.4 Interact courteously with colleagues and clients 4.5 Ask questions about workplace procedures and issues as required 4.6 Interpret and implement outcomes of meetings and discussions in line with job role

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.*

Skill	Description
Navigate the world of work	<ul style="list-style-type: none"> <li>Knowing current workplace procedures</li> </ul>

Skill	Description
Get the work done	<ul style="list-style-type: none"><li>Anticipate work problems and discuss with supervisor</li></ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS202 Participate in workplace communications	ACMGAS202A Participate in workplace communications	Updated to meet Standards for Training Packages Elements 1 and 2 combined Assessment requirements revised	Equivalent unit

## Links

Companion Volumes, including Implementation Guides, are available at VETNet: -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>