



**Australian Government**

**Assessment Requirements for  
ACMGEN315 Communicate effectively  
with clients and team members**

**Release: 1**

## Assessment Requirements for ACMGEN315 Communicate effectively with clients and team members

### Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 4.0.

### Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has:

- communicated effectively on a minimum of three different occasions, including each of the following:
  - interacted appropriately with clients in writing using digital media
  - interacted appropriately with a client or industry representative by telephone
  - participated actively in a team meeting.

### Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- models of effective communication across a range of modes, including written, verbal, electronic and digital
- the role of non-verbal communication
- effective communication principles for working in a team
- conflict resolution techniques
- social media platforms used for business
- ways to show empathy and support those in distress
- appropriate industry language and terminology
- communication systems, procedures and technology commonly used in workplaces
- confidentiality and privacy legislation, regulations and protocols.

### Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
  - a workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
  - communication equipment and resources appropriate to work undertaken
- specifications:
  - access to organisational policies and procedures
- relationships:
  - interactions with team members.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

## Links

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