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ACMGEN315 Communicate effectively with clients and team members

Release: 1

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.

Application

This unit of competency describes the skills and knowledge required to communicate effectively with clients, a supervisor, team members and industry representatives.

The unit applies to individuals who work in organisations in operational roles with some supervision.

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

Pre-requisite Unit

Nil

Unit Sector

General Animal Care (GEN)

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate effectively with clients and industry representatives	1.1 Use verbal and non-verbal communication to enhance understanding and demonstrate respect 1.2 Communicate information in a manner that is appropriate, clear and easily understood 1.3 Use electronic and digital communication tools effectively 1.4 Listen to requests, clarify meaning and respond appropriately 1.5 Exchange information clearly in a timely manner

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
	1.6 Empathise with those experiencing distress 1.7 Follow privacy and confidentiality protocols
2. Communicate with team	2.1 Listen to and clarify instructions for carrying out workplace tasks 2.2 Use industry terminology in verbal, written and digital communications 2.3 Follow communication protocols that apply to interactions with team members 2.4 Participate actively in team meetings and discussions
3. Address constraints to communication	3.1 Identify constraints to effective communication and resolve using appropriate communication strategies and techniques 3.2 Use communication skills to avoid, defuse and resolve conflict situations
4. Complete workplace documentation	4.1 Complete paper-based and electronic documents in line with workplace standards 4.2 Carry out routine numerical calculations relevant to work role and requirements 4.3 Document agenda and minutes for meetings 4.4 Store or save correspondence and documentation in line with workplace protocols 4.5 Follow workplace communication policies and procedures for using digital media

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGEN315 Communicate	ACMGAS308 Communicate	Unit sector changed to better reflect work	Equivalent

effectively with clients and team members	effectively with clients and team members	outcomes Foundation skills updated Minor change to performance evidence for clarity	

Links

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

Skills Insight