



Australian Government

Department of Education, Employment and Workplace Relations

AHCWRK205A Participate in workplace communications

Release: 1

AHCWRK205A Participate in workplace communications

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of effectively participating in workplace communications and defines the standard required to: follow routine spoken messages; perform workplace duties by following routine written notices; obtain and provide information in response to workplace requirements; complete relevant work related documents; participate in workplace meetings and discussions.
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Application of the Unit

Application of the unit	This unit applies to the process of effectively participating in workplace communications and applies to all occupational roles and levels in the workplace.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Follow routine spoken messages	1.1. Required information is gathered by listening and is correctly interpreted. 1.2. Instructions and procedures are followed in an appropriate sequence for the task and in accordance with the information received. 1.3. Clarification is sought from the workplace supervisor on all occasions when any instruction or procedure is not understood.
2. Perform workplace duties following routine written notices	2.1. Written notices and instructions are read and interpreted correctly. 2.2. Routine written instructions and procedures are followed in sequence. 2.3. Clarification is sought from the workplace supervisor on all occasions when any instruction or procedure is not understood.
3. Obtain and provide information in response to workplace requirements	3.1. Specific, relevant information is obtained. 3.2. Information is interpreted correctly. 3.3. Information is written completely, accurately and legibly. 3.4. Sources of required information are identified and appropriate contact is established. 3.5. Personal interaction is courteous and enquiries are made clearly and concisely. 3.6. Defined procedures for the location and storage of information are used.
4. Complete relevant work-related documents	4.1. A range of forms relating to conditions of employment is completed accurately and legibly. 4.2. Workplace data is recorded manually or electronically using standard workplace forms and documents. 4.3. Basic mathematical processes are used for routine calculations. 4.4. Errors in recording information on forms and documents are identified and rectified. 4.5. Reporting requirements to supervisor are completed according to organisational guidelines.
5. Participate in workplace meetings and discussion	5.1. Team meetings are attended on time. 5.2. Own opinions are clearly expressed and those of others are listened to without interruption. 5.3. Meeting inputs are consistent with the meeting

ELEMENT	PERFORMANCE CRITERIA
	<p>purpose and established protocols.</p> <p>5.4. Workplace interactions are conducted in a courteous manner.</p> <p>5.5. Questions about routine workplace procedures and matters concerning conditions of employment are asked and responded to.</p> <p>5.6. Meeting outcomes are interpreted and implemented.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- ability to follow simple spoken messages
- ability to perform routine workplace duties following simple written instructions
- ability to gather and provide information in response to workplace requirements
- ability to complete relevant work-related documents
- ability to estimate, calculate and record routine workplace measures
- ability to use basic mathematical processes of addition, subtraction, division, multiplication, percentages, decimal points and ratios
- ability to participate in workplace meetings and discussions literacy skills to read, select and follow organisational policies and procedures including Occupational Health and Safety (OHS); follow sequenced written instructions; and record the information accurately and legibly
- interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities
- oral communication skills / language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification and seeking advice from supervisor
- numeracy skills to complete basic arithmetic calculations and measure volumes
- problem-solving skills to use available resources and prioritise daily tasks.

Required knowledge

- effective communication, including the role of body language
- different modes of communication (e.g. written and non-verbal)
- effective communication in a work team
- communication procedures and systems, and technology relevant to the organisation and the individual's work responsibilities

REQUIRED SKILLS AND KNOWLEDGE

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| <ul style="list-style-type: none">• OHS legislative requirements and codes of practice. |
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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	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:</p> <ul style="list-style-type: none"> • follow routine spoken messages • perform workplace duties by following routine written notices • obtain and provide information in response to workplace requirements • complete relevant work related documents • participate in workplace meetings and discussions.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Communications may include:	<ul style="list-style-type: none"> • all modes and methods of communication relevant to the place of work.

Unit Sector(s)

Unit sector	Work
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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