



Australian Government

AMPCOM301 Communicate effectively at work

Release: 1

AMPCOM301 Communicate effectively at work

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

Application

This unit describes the skills and knowledge required to communicate effectively with others at work, including identifying one's own role within a workplace, using effective oral communication skills, and effectively engaging in workplace reading and writing tasks.

This unit applies to individuals who work in operational roles in the food or meat industries, with others, and who may have some responsibility for the output of others.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety, food and meat safety regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Communication (COM)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Identify and plan individual work	1.1 Identify own responsibilities according to workplace policies and procedures in the food or meat processing industry 1.2 Identify own role and task requirements within team or work area 1.3 Identify roles of others in work area and lines of supervision for

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	self and work team 1.4 Plan and prioritise own tasks according to given timeframes and work team requirements
2. Use effective oral communication skills	2.1 Communicate clearly and respectfully with team members and supervisors 2.2 Actively participate in meetings and discussions 2.3 Ask questions and clarify information as required 2.4 Communicate with others to explore and resolve workplace problems 2.5 Provide assistance to others to achieve team goals and performance standards 2.6 Contribute positively to workplace relations
3. Use effective reading and writing skills for work	3.1 Locate work instructions, food or meat processing standard operating procedures (SOPs) and other documentation that guides routine work activities 3.2 Read and follow detail included in workplace documents 3.3 Complete workplace forms and records accurately, using appropriate industry terms, using digital tools as required 3.4 Communicate with others about work issues using workplace systems

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
Oral communication	- Consider possible cultural and social differences when difficulties or misunderstandings occur - Exchange information with others, taking turns - Ask and respond to questions
Writing	Record operational information using digital and/or paper-based format

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AMPCOM301 Communicate effectively at work	Not applicable	The unit has been created to address a skill or task required by industry that is not covered by an existing unit	Newly created

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>