Assessment Requirements for AMPX418 Lead communication in the workplace

Release: 1

Assessment Requirements for AMPX418 Lead communication in the workplace

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Performance Evidence

The candidate must lead communication in the workplace. Evidence must demonstrate the candidate's consistency of performance over time.

The candidate must demonstrate competency while exercising suitable levels of authority in the workplace.

The candidate must:

- analyse written information from a variety of sources to assist in decision-making processes
- locate and extract relevant information from technical documentation
- convey information, which may be complex or technical or involve a change, to people who may not have a technical background
- explain and demonstrate communication styles relevant to conveying information to employees from a range of social, cultural and ethnic backgrounds
- convey workplace information, including work instructions, in a way that facilitates learning by others
- use relevant techniques to check that information has been understood
- use facilitation skills to ensure participation from all group members
- demonstrate conflict-resolution techniques
- demonstrate participative problem-solving techniques to resolve workplace problems
- resolve or progress issues in complex or hostile environments
- select and organise relevant routine information to:
  - clarify or explain issues or problems
  - offer suggestions for improvement
  - provide opinions
- identify and observe workplace health and safety requirements
- identify and observe regulatory and workplace requirements
- prepare reports in a range of formats and language styles in accordance with audience needs
- utilise available information and communications technology to facilitate communication

Knowledge Evidence

The candidate must demonstrate a broad factual, technical and theoretical knowledge of:

- the purpose of feedback and forms of feedback suitable for the workplace
- the purpose of reports and other documentation used in the work area
- roles and expectations of customers, suppliers and participants in the work process

Assessment Conditions

Assessment must include demonstration of competency in the workplace under normal working conditions.

A minimum of three different forms of assessment must be used.

Assessors must satisfy current standards for RTOs.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7