Assessment Requirements for BSBCMM201 Communicate in the workplace

Release: 1
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Modification History

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<th>Release</th>
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<tr>
<td>Release 1</td>
<td>This version first released with Business Services Training Package Version 1.0.</td>
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Performance Evidence

Evidence of the ability to:

- communicate information and ideas verbally and non-verbally, taking cultural differences and language barriers into consideration
- produce written material, used routinely in day to day work, which is clear, concise and effectively convey the intended meaning to the recipient
- complete workplace forms
- use style, format and level of accuracy appropriate to the type of written material
- provide prompt responses to requests for information in accordance with organisational requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify any organisational policies, plans and procedures which detail organisation’s standards or protocols for workplace communication
- describe different communication styles
- outline barriers to communication.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals using interpersonal communication skills in the workplace and include access to:

- office equipment
- business resources
• workplace policies and procedures relating to communication
• case studies and, where possible, real situations
• interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

**Links**

Companion Volume implementation guides are found in VETNet -