Assessment Requirements for BSBXCM501 Lead communication in the workplace

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 4.0.
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 3	This version first released with BSB Business Services Training Package Version 7.2. Release created to amend typographical error in the performance evidence.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria, and range of conditions of this unit, including on at least one occasion, evidence of the ability to:

- collate research on internal and external communication needs
- develop and implement communication protocols in accordance with organisational requirements
- present information in a persuasive and professional manner
- apply negotiation techniques to reach desired outcomes
- address communication challenges for continuous improvement.
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Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- legislative requirements relevant to workplace communication
- organisational requirements relevant to workplace communication (including digital form):
  - workplace policies
  - codes of conduct

- organisational reputation and culture
- techniques to resolve communication challenges
- methods to mentor and coach others
- key principles of cross-cultural communication and communication with individuals with special needs or disabilities
- communication protocols relevant to organisational information needs:
    - internal and external communication guides
    - risk based/emergency communication guides
    - style/formatting of communication guides
    - processes for allocation of responsibilities for standard communication
- communication challenges relevant to performance evidence:
    - conflicts with clients or team members
    - potential risks or safety hazards
    - unethical or inappropriate communication
    - appropriately framing organisational messaging
- key relevant features of:
    - different communication styles
    - different communication methods
    - relevant cross cultural communication techniques
    - negotiation and conflict resolution techniques.

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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