



**Australian Government**

# **CPCCCM1014 Conduct workplace communication**

**Release: 1**

# CPCCCM1014 Conduct workplace communication

## Modification History

Release 1.

Supersedes and equivalent to CPCCCM1014A Conduct workplace communication.

The unit of competency was updated to the Standards for Training Packages 2012.

This version first released with CPC Construction, Plumbing and Services Training Package Version 4.0.

## Application

This unit specifies the skills and knowledge required to communicate effectively with other workers in a construction workplace.

It includes gathering, conveying and receiving information through verbal and written forms of communication.

The unit requires a person undertaking this work to demonstrate communication skills as an integral part of routine work.

It applies to workers in the construction industry. It involves working under supervision in a team environment.

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

## Pre-requisite Unit

Nil

## Unit Sector

Construction

## Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Gather, convey and receive information.	<p>1.1 Gather, receive and respond to verbal and written instructions with appropriate actions.</p> <p>1.2 Convey instructions accurately.</p> <p>1.3 Receive, interpret and confirm conveyed information.</p> <p>1.4 Use questions to gain additional information and to clarify</p>

	<p>understanding, using appropriate communication transfer techniques.</p> <p>1.5 Respond to work signage and other work health and safety (WHS) requirements with appropriate actions.</p>
2. Use routine face-to-face communication.	<p>2.1 Receive and respond to routine instructions and messages.</p> <p>2.2 Follow workplace procedures for workplace requirements in communication with others.</p> <p>2.3 Access and interpret information from a range of sources using a variety of communication modes.</p> <p>2.4 Select and sequence information appropriately.</p> <p>2.5 Complete verbal and written reporting.</p>
3. Use visual communication.	<p>3.1 Use visual communication that follows accepted industry practice or social conventions.</p> <p>3.2 Obtain, confirm and acknowledge attention of communicating parties.</p> <p>3.3 Clarify and confirm the intention of the visual communication at each step.</p> <p>3.4 Question or visually cancel visual communication that is unclear or ambiguous.</p> <p>3.5 Follow up instances of unclear visual communication to avoid repeated problems.</p>
4. Participate in simple meeting processes.	<p>4.1 Identify and follow meeting processes.</p> <p>4.2 Seek responses and provide them to others in the meeting group.</p> <p>4.3 Provide constructive contributions.</p> <p>4.4 Identify and record meeting goals and outcomes.</p>

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Unit Mapping Information

Supersedes and is equivalent to CPCCCM1014A Conduct workplace communication.

## Links

Companion volumes to this training package are available at the VETNet website -  
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>