



**Australian Government**

# **CPCCOM1014 Conduct workplace communication**

**Release: 4**

# CPCCOM1014 Conduct workplace communication

## Modification History

- Release 4 Updated reference to general construction induction training program.
- Release 3 This version first released with CPC Construction, Plumbing and Services Training Package Release 6.2.  
Correction to unit mapping metadata.
- Release 2 This version first released with CPC Construction, Plumbing and Services Training Package Release 5.1.  
Rectified to reflect endorsed version.
- Release 1 This version first released with CPC Construction, Plumbing and Services Training Package Release 5.0.  
Supersedes and is equivalent to CPCCCM1014 Conduct workplace communication. Updated to reflect current industry terminology, tools and equipment.

## Application

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

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

The unit is suitable for those with basic skills and knowledge undertaking routine work tasks under the direction of more experienced workers.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required for any person who is to carry out construction work. Achievement of unit *CPCWHS1001 Prepare to work safely in the construction industry* meets this requirement.

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

## Pre-requisite Unit

Nil.

## Unit Sector

Common

## Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe what needs to be done to demonstrate achievement of the element.

- |                                                    |     |                                                                                                                                       |
|----------------------------------------------------|-----|---------------------------------------------------------------------------------------------------------------------------------------|
| 1 Convey and receive information and instructions. | 1.1 | Receive information and instructions from others using effective listening, questioning and speaking skills to confirm understanding. |
|                                                    | 1.2 | Convey information and instructions to others using effective listening, questioning and speaking skills to confirm understanding.    |
| 2 Access, interpret and present information.       | 2.1 | Access and interpret basic information from a range of sources.                                                                       |
|                                                    | 2.2 | Select and sequence information to prepare a basic written report.                                                                    |
|                                                    | 2.3 | Select and sequence information to prepare and present a basic verbal report.                                                         |
|                                                    | 2.4 | Enter information into basic workplace records and documents.                                                                         |
| 3 Participate in simple meeting processes.         | 3.1 | Describe and follow simple processes and procedures for meetings.                                                                     |
|                                                    | 3.2 | Provide constructive contributions to meeting discussions.                                                                            |

## 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 CPCCCM1014 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>