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CPCPCM2039 Carry out interactive workplace communication

Release: 1

CPCPCM2039 Carry out interactive workplace communication

Modification History

Release 1   This version first released with CPC Construction, Plumbing and Services Training Package Release 5.0.

Supersedes and is equivalent to CPCPCM2039A Carry out interactive workplace communication.   Updated to meet the Standards for Training Packages 2012.

Application

This unit specifies the skills and knowledge required to carry out effective communication techniques underpinning work in the plumbing and services industry.

In some jurisdictions, this unit of competency may form part of accreditation, licensing, legislative, regulatory or certification requirements.

Pre-requisite Unit

Nil.

Unit Sector

Plumbing

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1 Plan workplace communication.	1.1 Identify information and/or instructions to be communicated and received.
	1.2 Identify workplace context and personnel with whom to communicate.
	1.3 Identify and select suitable forms of communication and method(s) for workplace context.
2 Apply oral	2.1 Communicate clearly and orally using language and method consistent with workplace context and

communication.			procedures.
		2.2	Adjust oral communication delivery where intent of communication was not received correctly.
		2.3	Confirm communication is received by recipient as intended.
3	Apply non-verbal communication.	3.1	Communicate non-verbally using body language and gestures consistent with workplace context and procedures.
		3.2	Adjust non-verbal communication delivery where intent of communication was not received correctly.
		3.3	Use visual communication that follows accepted industry practice or social convention in accordance with workplace context and procedures.
		3.4	Confirm communications are received by recipient as intended.
4	Use written communication.	4.1	Identify workplace activities requiring written communication to be applied.
		4.2	Read and interpret workplace information or requirements from relevant job plans and specifications, codes, Australian standards, manufacturer's specifications and jurisdictional requirements.
		4.3	Identify and apply regulatory and work activity signage in accordance with workplace procedures.
		4.4	Complete regulatory authorities' and workplace documentation in accordance with workplace procedures.
		4.5	Record and report work activities in accordance with workplace procedures.

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 CPCPCM2039A Carry out interactive 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