



Australian Government

CPCPCM2039A Carry out interactive workplace communication

Release 1

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Modification History

Changes to performance criteria, required skills, range statement and critical aspects
Not equivalent to CPCPCM2002A

Unit Descriptor

This unit of competency specifies the outcomes required to communicate effectively through oral, visual and written means of communication in order to facilitate work practices that are safe, meet specifications and provide quality outcomes.

Application of the Unit

This unit of competency supports development of skills for effective communication techniques underpinning work in the plumbing and services industry.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

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|---|--|-----|--|
| 1 | Apply oral communication. | 1.1 | Oral instructions are given, clarified and confirmed. |
| | | 1.2 | Oral communication with others is clear, accurate and in a language suitable to the industry and workplace. |
| | | 1.3 | Current technology that follows industry convention is used during oral communication. |
| 2 | Apply visual communication. | 2.1 | Visual communication is used that follows accepted industry practice or social convention. |
| | | 2.2 | Attention of the communicating parties is obtained, confirmed and acknowledged. |
| | | 2.3 | Visual communication is clarified and confirmed at each step. |
| | | 2.4 | Visual communication that is unclear or ambiguous is questioned or visually cancelled. |
| | | 2.5 | Instances of unclear visual communication are followed up to avoid repeated problems. |
| 3 | Apply written communication and signage. | 3.1 | Written communication is accessed. |
| | | 3.2 | Instructions for job or daily activities are accessed and clarified. |
| | | 3.3 | Regulatory authorities' and workplace documentation required to record and report work to be undertaken is completed according to workplace procedures for quality, time and detail. |
| | | 3.4 | Technical instructions relating to job process, criteria and equipment operations are accessed, interpreted and applied. |
| | | 3.5 | Regulatory and work signage is identified, clarified and responded to correctly. |
| | | 3.6 | Written detail is provided to maintain the individual's personal records. |

- 3.7 Information bulletins, circulars or equivalent that impact on the individual are accessed and interpreted.
- 3.8 ***Sustainability principles and concepts*** are applied to written communication.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - complete written reports and other relevant documentation
 - enable clear and direct communication, using questioning to identify and confirm requirements, share information, listen and understand
 - negotiate with employers
 - use language and concepts appropriate to cultural differences
 - use and interpret non-verbal communication, such as hand signals
- initiative and enterprise skills to identify and report to appropriate personnel any faults in tools, equipment or materials
- literacy skills to:
 - read and interpret:
 - documentation from a variety of sources
 - material safety data sheets (MSDS)
 - signs
 - work safety procedures and instructions
 - report hazards, risks and faults in equipment
- teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities
- technology skills to:
 - access and understand site-specific instructions in a variety of media
 - use mobile communication technology

Required knowledge

- how instructions are conveyed in the workplace
- how work schedules, charts, bulletins and memos are used
- industry-relevant technology to support oral communication
- industry terminology
- job safety analysis (JSA) and safe work method statements (SWMS)
- personnel records and their maintenance
- standardised signage
- visual signalling procedures
- workplace documentation requirements
- workplace English

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

This unit of competency could be assessed in the workplace or a close simulation of the workplace environment, provided that simulated or project-based assessment techniques fully replicate plumbing and services workplace conditions, materials, activities, responsibilities and procedures.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

A person who demonstrates competency in this unit must be able to provide evidence of:

- accessing and interpreting written work safety procedures, job instructions, job processes, equipment and operator instructions
- applying sustainability principles and concepts
- completing workplace documentation in relation to work, stores and tools and equipment and personal and workplace administration
- communicating effectively using mandatory visual methods, including:
 - establishing communication
 - lateral and vertical movement direction
 - request for a face-to-face meeting
 - stop or cancel last communication
- communicating with others in a clear and accurate manner
- receiving, clarifying and confirming oral work instructions
- reviewing personnel records and completing personal information input proformas.

Context of and specific resources for assessment

This competency is to be assessed using standard and authorised work practices, safety requirements and environmental constraints.

Assessment of essential underpinning knowledge will usually be conducted in an off-site context.

Assessment is to comply with relevant regulatory or Australian standards' requirements.

Resource implications for assessment include:

- an induction procedure and requirement
- realistic tasks or simulated tasks covering the minimum task requirements
- relevant specifications and work instructions
- tools and equipment appropriate to applying safe work practices
- support materials appropriate to activity
- workplace instructions relating to safe work practices and addressing hazards and emergencies
- material safety data sheets
- research resources, including industry-related systems information.

Reasonable adjustments for people with disabilities must be made to assessment processes where required. This could include access to modified equipment and other physical resources, and the provision of appropriate assessment support.

Method of assessment

Assessment methods must:

- satisfy the endorsed Assessment Guidelines of the Construction, Plumbing and Services Training Package
- include direct observation of tasks in real or simulated work conditions, with questioning to confirm the ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application
- reinforce the integration of employability skills with workplace tasks and job roles
- confirm that competency is verified and able to be transferred to other circumstances and environments.

Validity and sufficiency of evidence requires that:

- competency will need to be demonstrated over a period of time reflecting the scope of the role and the practical requirements of the workplace
- where the assessment is part of a structured

learning experience the evidence collected must relate to a number of performances assessed at different points in time and separated by further learning and practice, with a decision on competency only taken at the point when the assessor has complete confidence in the person's demonstrated ability and applied knowledge

- all assessment that is part of a structured learning experience must include a combination of direct, indirect and supplementary evidence.

Assessment processes and techniques should as far as is practical take into account the language, literacy and numeracy capacity of the candidate in relation to the competency being assessed.

Supplementary evidence of competency may be obtained from relevant authenticated documentation from third parties, such as existing supervisors, team leaders or specialist training staff.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Oral communication with others is an integral part of routine work that includes communication with supervisors, contractors, co-workers and clients. It:

- may include:
 - languages other than English
 - oral (face to face or remote)
 - signage
 - visual or written
- must include:
 - acknowledgments
 - oral communications media, including:
 - face to face
 - indirect method, such as phone or two-way radio
 - requests for information
 - safety briefings

- work instructions.

Visual communication must include:

- establishing communication
- lateral and vertical movement direction
- other signals appropriate to the task and workplace
- request for a face-to-face meeting
- stop or cancel last communication.

Written communication may include:

- dockets and order forms
- emails
- equipment logs
- equipment operator instructions
- input and output documents
- personnel records
- plans, drawings and specifications
- schedules and rosters
- servicing checklists
- site safety statistics
- SMS text
- training records
- work instructions and procedures
- work safety procedures or equivalent
- work signage.

Sustainability principles and concepts:

- cover the social, economic and environmental use of resources to meet current and future needs
- may include:
 - efficient use and recycling of material
 - energy efficiency.

Unit Sector(s)

Functional area

Unit sector Plumbing and services

Custom Content Section

Not applicable.