CSCORG002 Communicate effectively

Release: 2

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Modification History

Release 2. Modifications have been made to:

• Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCORG202A Communicate effectively.

• PC 3.5, 4.2 and 5.4 wording revised

Application

This unit describes the skills required to exchange information for specific purposes, adapt communication to people and situations, work effectively with groups, communicate in writing and maintain security of information.

This unit applies to those working in all general and specialist areas of correctional services. With customisation this unit may apply to those working in other work environments.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to communication and use of information and communication technology (ICT).

Those undertaking this unit work as part of a coordinated team with moderate support in tasks with a limited number of familiar steps.

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

Pre-requisite Unit

Not applicable

Competency Field

Organisational administration and management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1	**Exchange information for specific purposes**	**1.1**	Use communication techniques that achieve effective and purposeful exchange of information.
		1.2	Use effective listening and speaking skills to confirm understanding.
		1.3	Communicate information accurately in the time required and to all relevant people.
		1.4	Provide constructive feedback where required.
		1.5	Identify and correct contradictions, ambiguity, uncertainty or misunderstandings using a range of sources and references.
		1.6	Include appropriate non-verbal techniques in communication and interaction.
2	**Adapt communication to people and situations**	**2.1**	Identify the audience and adapt communication approaches to suit people and situations.
		2.2	Consider possible language or literacy difficulties during communication with others.
		2.3	Consider possible cultural differences or personal values when problems or misunderstandings occur during communication.
		2.4	Seek support when difficulties communicating effectively arise.
		2.5	Include cultural awareness, sensitivity and discretion in communication and interaction.
3	**Communicate effectively in the work group**	**3.1**	Participate in meetings, briefings and group working sessions to maintain understanding and group support.
		3.2	Identify any potential communication barriers between members of the work group.
		3.3	Encourage positive involvement and contributions from

all involved.

		3.4	Give clear, accurate and informative messages to group members to ensure that information can be easily understood and acted on.
		3.5	Identify issues and problems and resolve them within the group.
		3.6	Respond appropriately to instructions and feedback.
4	Communicate in writing	4.1	Produce formal written material that meets the needs of the audience.
		4.2	Write and/or enter information using communication systems.
5	Maintain the security of information	5.1	Take appropriate precautions when communicating confidential or sensitive information.
		5.2	Disclose information only to those who have a right and need to know it, and when proof of identity has been obtained.
		5.3	Maintain the security of records when handling and storing them.
		5.4	Follow security breach procedure if the security of information is not being maintained or information is being misused.

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

Supersedes and is equivalent to CSCORG202A Communicate effectively.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde