



Australian Government

CSCORG043 Communicate effectively

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Application

This unit describes the skills and knowledge required to exchange information verbally and in writing for specific purposes. It includes adapting communication styles to people and situations, working effectively with groups and maintaining security of information.

An individual undertaking this role may work as part of a coordinated team with moderate support in tasks with a limited number of familiar steps.

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).

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

Elements describe the essential outcomes.

1 Use verbal and non-verbal communication to exchange

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Use effective listening and speaking skills to confirm understanding

information for specific purposes

- 1.2 Include appropriate non-verbal techniques in communication and interaction
 - 1.3 Confirm the accuracy of the information to be provided using a range of sources and references to avoid misunderstandings
 - 1.4 Provide constructive feedback where required
 - 1.5 Communicate information accurately to appropriate personnel within relevant timeframes
- 2 Adapt communication to people and situations**
 - 2.1 Identify audience communication needs and consider effective approaches to suit
 - 2.2 Consider possible language or literacy barriers during communication with others
 - 2.3 Include cultural awareness, sensitivity and discretion and non-discriminatory language in communication and interaction
 - 2.4 Seek support when difficulties communicating arise
- 3 Communicate effectively in the work group**
 - 3.1 Participate collaboratively in meetings, briefings and group working sessions
 - 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 Provide clear and accurate information to group members to ensure that information is easily understood and acted on
 - 3.5 Identify issues and problems within the group and contribute to their resolution
 - 3.6 Respond appropriately to instructions and feedback
- 4 Communicate in writing**
 - 4.1 Produce written material that meets the needs of the audience within relevant timeframes
 - 4.2 Record information using communication systems in accordance with organisational policy and

procedures

5 Maintain the security of information

- 5.1** Take appropriate precautions when communicating confidential or sensitive information
- 5.2** Follow organisational policy and procedures when sharing or disclosing information
- 5.3** Maintain the security of records when handling and storing them
- 5.4** Follow organisational procedures to minimise risk of information security breach

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 Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCORG002 Communicate effectively.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>