



Australian Government

**Assessment Requirements for DEFDPA007
Develop and implement effective
communication strategies**

Release: 1

Assessment Requirements for DEFDP A007 Develop and implement effective communication strategies

Modification History

Release 1. This is the first release of this unit of competency in the DEF Defence Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying communication ethics relevant to the audience and organisation
- applying organisational policies and procedures
- communicating information effectively verbally and in writing
- delivering effective presentations
- developing and implementing effective communication strategies
- implementing effective group management processes
- managing conflict resolution and negotiation
- organising and conducting interviews and other panels
- writing effective workplace documents.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- different communication styles and techniques including:
 - cultural communication protocols
 - specific communication needs
- group processes
- interviewing techniques
- oral communication
- relevant organisational policies and procedures
- research techniques
- written communication/documentation required including:
 - complex reports, briefing notes
 - correspondence, formal correspondence
 - instructions, procedures and policies
 - meeting minutes
 - proposals, project plans and spreadsheets

- speeches, journal articles and marketing materials.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations, where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools and equipment currently used in industry
- applicable documentation including operational procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>