



Australian Government

Department of Education, Employment and Workplace Relations

FDFOP1010A Communicate workplace information

Revision Number: 1

FDFOP1010A Communicate workplace information

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit of competency covers the skills and knowledge required to gather, convey and receive workplace information and to interact with others at work.
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Application of the Unit

Application of the unit	<p>This unit has application in a food production environment. It typically targets the production worker responsible for applying basic communication skills to support work practices.</p> <p>Work practices may include communication of basic numeric information.</p>
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Exchange verbal information	1.1. Information requirements are identified 1.2. Questions are asked to seek or clarify information 1.3. Interactive skills are used to communicate effectively with others 1.4. Information is provided in a timely and appropriate form
2. Locate and use workplace information	2.1. Sources of workplace information are located 2.2. Information is used to carry out work responsibilities

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

Ability to:

- identify and access information to undertake work responsibilities
- seek information from people in the workplace to support work roles and responsibilities
- ascertain or clarify information requirements by asking questions
- structure and present information in a clear, logical sequence to meet work requirements
- demonstrate interactive communication processes
- respond to information requests in a timely manner
- use appropriate information technology as required in the workplace
- interact with others to achieve agreed outcomes
- work cooperatively within a culturally diverse workforce

Required knowledge

Knowledge of:

- communication channels and forums including consultative arrangements established in the workplace
- common colloquial and technical terms relating to work function
- sources of information and advice relating to own job
- methods used to access information, which may involve basic keyboard/control panel skills
- interactive techniques, including active listening, questioning, seeking and responding to feedback, and interacting effectively with others
- recognition of different personal communication styles
- personal reporting roles and responsibilities

Evidence Guide

EVIDENCE GUIDE	
<p>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.</p>	
<p>Overview of assessment</p>	<p>Assessment must be carried out in a manner that recognises the cultural and literacy requirements of the assessee and is appropriate to the work performed. Competence in this unit must be achieved in accordance with food safety standards and regulations.</p>
<p>Critical aspects for assessment and evidence required to demonstrate competency in this unit</p>	<p>Evidence of ability to:</p> <ul style="list-style-type: none"> • exchange work-related information • ask questions to inform work practice • apply work information to work practice.
<p>Context of and specific resources for assessment</p>	<p>Assessment must occur in a real or simulated workplace where the assessee has access to:</p> <ul style="list-style-type: none"> • advice on work roles and responsibilities • information technology as appropriate to the workplace • opportunities to interact with others using typical workplace communication processes • typical workplace information and systems.
<p>Method of assessment</p>	<p>This unit should be assessed together with other units of competency relevant to the work role.</p>
<p>Guidance information for assessment</p>	<p>To ensure consistency in one's performance, competency should be demonstrated on more than one occasion over a period of time in order to cover a variety of circumstances, cases and responsibilities, and where possible, over a number of assessment activities.</p>

Range Statement

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.

Workplace information

Workplace information may include:

- standard operating procedures (SOPs)
- specifications
- production schedules
- labels and codes
- safety signs and symbols
- materials safety data sheets (MSDS)
- standard forms
- verbal messages
- requests or instructions

Information to be accessed/conveyed

Information to be accessed/conveyed may be:

- verbal, written and/or screen-based and may include symbols, charts, signs, pictures, numbers and diagrams as relevant to own work

Typical subjects for communication

Typical subjects for communication include:

- work functions
- company policies and codes of practice
- rights and responsibilities
- employment conditions and entitlements

Workplace personnel

Workplace personnel may include:

- people from diverse cultural backgrounds

Interactive communication processes

Interactive communication processes include:

- active listening
- turn taking
- questioning
- tolerating the views of others
- seeking and providing constructive feedback

Unit Sector(s)

Unit sector	Operational
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Competency field

Competency field	
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Co-requisite units

Co-requisite units		