



Australian Government

FWPCOR2208 Communicate and interact effectively in the forest and wood products industry

Release: 1

FWPCOR2208 Communicate and interact effectively in the forest and wood products industry

Modification History

Release	Comments
Release 1	This version released with Forest and Wood Products Training Package Version 7.0.

Application

This unit of competency describes the skills and knowledge required to communicate and interact effectively with other workers in the forest and wood products industry.

The unit applies to individuals working in a broad range of roles and operations in the forest and wood products industry, including those engaged in forestry operations, timber processing, timber manufacturing, and timber supply.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation, standards and industry codes of practice that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Core (COR)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare for workplace communication	1.1 Confirm workplace communication procedures used in forest or wood products operations 1.2 Identify mode of communication most relevant to task, intended

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	audience and workplace context
2. Use routine face-to-face communication	2.1 Speak clearly and concisely, and use language that is appropriate to the listener 2.2 Use active listening and questioning techniques to clarify instructions 2.3 Engage in and maintain verbal communication with others to assist flow of work activities 2.4 Take, confirm and pass on messages
3. Use visual and aural communication applied in forest or wood products operations	3.1 Read and respond to workplace signs and symbols 3.2 Use and respond to hand signals 3.3 Listen and respond to aural signals
4. Communicate using electronic communication equipment	4.1 Select the most appropriate method of communication 4.2 Identify communication equipment features and control functions 4.3 Operate communication equipment safely in accordance with manufacturer instructions, workplace procedures and regulatory requirements 4.4 Acknowledge and respond to communication 4.5 Pass on communication to relevant personnel in a clear and concise manner 4.6 Identify and report faults in communication equipment
5. Complete workplace forms/documents used in forest or wood products operations	5.1 Select appropriate form/document 5.2 Gather information required to complete form/document 5.3 Complete form/document using appropriate format and technology to record and report information 5.4 Pass on completed form/document to appropriate person
6. Take part in group discussions and informal meetings in forest or wood products operations	6.1 Participate in small informal group activities and meetings to facilitate workplace outcomes 6.2 Provide and seek responses from other group members in a constructive manner 6.3 Acknowledge and accurately represent the views and opinions of individuals or group to others, as required

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
7. Maintain work relationships	7.1 Communicate cooperatively and effectively with others in forest or wood products operations 7.2 Share relevant workplace information with co-workers 7.3 Provide assistance to and seek assistance from co-workers to achieve work goals 7.4 Acknowledge individual, social and cultural differences 7.5 Clarify contradictions and uncertainties to ensure effective communications and productive relationships

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Identify and extract basic information from print and online operational manuals
Writing	Use technical and enterprise specific vocabulary to accurately and legibly complete workplace forms and documents
Numeracy	Use numeric information and perform basic arithmetic calculations to complete workplace forms and documents

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FWPCOR2208 Communicate and interact effectively in the forest and wood products industry	FWPCOR2202 Communicate and interact effectively in the workplace	Updated unit title Updated and added new Elements and Performance Criteria Updated and added new Knowledge Evidence and	Not equivalent

		Performance Evidence Reworded Foundation Skills and Assessment Conditions	
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Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>