Australian Government

Department of Education, Employment and Workplace Relations

ICAW2002B Communicate in the workplace

Release: 1

INDUSTRY SKILLS COUNCILS
Creating Australia's Future

ICAW2002B Communicate in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit defines the competency required to provide limited client support through verbal and nonverbal communication and to effectively communicate with colleagues.
	The following unit is linked and forms an appropriate cluster:
	• ICAW2001B Work effectively in an IT environment
	No licensing, legislative, regulatory or certification requirements apply to this unit at the time of publication.

Application of the Unit

Application of the unit	

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Prerequisite units	

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Employability Skills Information

Employability skills	This unit contains employability skills.

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. Establish contact with clients	1.1. Receive requests and enquiries from *clients* in a polite and appropriate manner
	1.2. Use verbal and non-verbal *communication* to respond to the client requests and enquiries effectively
	1.3. Use appropriate questioning and active listening techniques to understand *client* needs and determine support requirements
	1.4. Accommodate *cultural differences* in the workplace
2. Process information	2.1. Answer enquiries promptly and appropriately
	2.2. Record information or messages and refer *client* requests to the *appropriate person* in accordance with organisational procedures
	2.3. Inform *client* of the progress of their request or enquiry and advise them of the organisational process for answering their request or enquiry
	2.4. Investigate the organisational follow-up procedure or policy and record follow-up action taken in regard to the *client* request or enquiry

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• Questioning and active listening techniques (e.g. when obtaining information and determining client support needs) • Problem solving skills for a defined range of predictable problems (e.g. when responding to client requests and inquiries) • Basic negotiation skills in relation to other team members applied to a defined range of predictable problems (e.g. when creating an effective service environment) • Basic customer service skills in relation to obtaining information (e.g. when responding to client requests and inquiries) • Conveying meaning clearly, concisely and coherently (e.g. when responding to client requests and inquiries)

REQUIRED SKILLS AND KNOWLEDGE

- Clear and precise non-verbal communication (e.g. when creating an effective service environment)
- Literacy skills in regard to basic workplace documents

Required knowledge

- Basic understanding of organisational systems (e.g. when processing information and establishing contact with clients)
- Broad knowledge of organisational values (e.g. when establishing contact with clients)
- Broad knowledge of organisational code of conduct (e.g. when establishing contact with clients)
- General OH&S principles and responsibilities
- Broad knowledge of vendor applications and their features (e.g. when processing information)
- Access and equity principles when communicating with people from diverse backgrounds and people with special needs

Evidence Guide

EVIDENCE GUIDE	
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.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential: • Assessment must confirm the ability to adhere to organisational policies in regard to external and internal client contact and the processing of internal and external requests, including from colleagues. To demonstrate competency in this unit the learner will require access to: • Equipment to facilitate verbal and non-verbal communication with others • Clients and colleagues
Context of and specific resources for assessment	Interaction and communication with clients (both internal and external clients) is important to organisations. Prompt response to client enquiries in a courteous fashion promotes goodwill, repeat custom, productivity and credibility. The breadth, depth and complexity of knowledge and skills in this competency would prepare a person to perform in a range of varied activities or knowledge applications where there is a clearly defined range of contexts in which the choice of actions required is usually clear. There would generally be limited complexity in the range of operations to be applied. Assessment must ensure: • Performance of a prescribed range of functions involving known routines and procedures and some accountability for the quality of outcomes would be characteristic. • Applications may include some complex or non-routine activities involving individual

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EVIDENCE GUIDE

	responsibility or autonomy and/or collaboration with others as part of a group or team
Method of assessment	The purpose of this unit is to define the standard of performance to be achieved in the workplace. In undertaking training and assessment activities related to this unit, consideration should be given to the implementation of appropriate diversity and accessibility practices in order to accommodate people who may have special needs. Additional guidance on these and related matters is provided in ICA05 Section 1.
	• Competency in this unit should be assessed using summative assessment to ensure consistency of performance in a range of contexts. This unit can be assessed either in the workplace or in a simulated environment. However, simulated activities must closely reflect the workplace to enable full demonstration of competency.
	• Assessment will usually include observation of real or simulated work processes and procedures and/or performance in a project context as well as questioning on underpinning knowledge and skills. The questioning of team members, supervisors, subordinates, peers and clients where appropriate may provide valuable input to the assessment process. The interdependence of units for assessment purposes may vary with the particular project or scenario.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:
	• ICAW2001B Work effectively in an IT environment
	An individual demonstrating this competency would be able to:
	• Demonstrate basic operational knowledge in a moderate range of areas
	• Apply a defined range of skills
	• Apply known solutions to a limited range of predictable problems

EVIDENCE GUIDE	
	• Perform a range of tasks where choice between a limited range of options is required
	• Assess and record information from varied sources
	• Take limited responsibility for own outputs in work and learning
	• Maintain knowledge of industry products and services

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.	
Cultural differences may include but is not limited to:	• the way people interact with each other • content of emails and business documents • design of templates • policies relating to safety standards • customer service • quality • security
Appropriate person may include:	• supervisor • teacher • authorised business representative • client
Client may include but is not limited to:	• internal departments • external organisations • individual people • working colleagues • internal employees
Communication may include but is not limited to:	• external clients and internal clients, including team members, supervisors and management • inquiries related to routine client support needs • clarifying and recording information that does

RANGE STATEMENT	
	not involve technical problem solving

Unit Sector(s)

Unit sector	Team Work

Co-requisite units

Co-requisite units		

Competency field

Competency field	