ICPSUP262 Communicate in the workplace

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to participate in clear and logical workplace communication, including both written and spoken communication.

It applies to individuals who perform a range of mainly routine tasks in various sectors of the printing and graphic arts industry, using limited practical skills and fundamental knowledge in a defined context. They generally work under direct supervision.

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

Unit Sector

Support

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Convey and handle information	1.1 Gather, record and convey simple and routine information in a workplace related context
	1.2 Personal interaction is conducted in a courteous manner in the workplace context
	1.3 Queries are made clearly and concisely in a workplace context
	1.4 Procedures for location and storage of information are employed, and the particular workplace practices are adhered to
	1.5 Information is organised clearly, concisely and logically, and complies with workplace practices
	1.6 Workplace documents are completed clearly and accurately within a specified time

ELEMENT	PERFORMANCE CRITERIA
	1.7 Time is used efficiently in a workplace context
2. Give and follow simple routine instructions	2.1 Safe work practices are incorporated in instructions
	2.2 Instructions are accurate, clear, concise and comprehensive, and are consistent with the skills of the receiver
	2.3 Appropriate methods of instruction are selected
	2.4 Interaction with others is efficient, effective, responsive, courteous and supportive
	2.5 Prescribed sequences are adhered to in a workplace related context
	2.6 Routine checking of own and others' performance is exercised
	2.7 Task is carried out in a workplace related context
3. Participate in small informal work groups	3.1 Interaction is supportive, efficient, effective and courteous
	3.2 Participation in discussions takes place in a workplace related context
	3.3 Contributions are constructive in terms of the goal
	3.4 Group decisions are understood and confirmed
4. Interact with clients	4.1 Interaction with clients within, and external to, an organisation about simple routine matters
	4.2 Interaction is consistent with the needs of organisation, and organisation is presented in a positive and client-centred way
	4.3 Correct forms of greeting, identification and address are used according to enterprise practices
	4.4 Needs of the client are clarified and noted where appropriate
	4.5 Referral processes are followed to establish contact between client and appropriate personnel
	4.6 Discretion and confidentiality are exercised where appropriate
	4.7 Appropriate follow-up steps are taken according to enterprise customer service practices

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1	• Recognises text within job specifications and follows written instructions
Writing	1.1, 1.3, 1.5, 1.6, 2.1-2.3, 3.4, 4.3, 4.4	• Records numerical and key information related to outcomes of the job
Oral Communication	1.1-1.3, 2.2-2.4, 3.1-3.4, 4.1, 4.3	• Uses vocabulary relevant to role and context to convey or clarify information
Navigate the world of work	1.4, 1.5, 2.1, 2.6, 4.3, 4.6, 4.7	• Takes personal responsibility for adherence to legal, ethical and regulatory requirements • Follows organisational policies and procedures
Interact with others	1.2, 2.4, 3.1, 4.1-4.7	• Uses appropriate protocols and conventions when communicating with clients • Establishes connections with a number of people in immediate work context, using some accepted practices for building rapport • Seeks to cooperate with others to achieve results in immediate work context • Adapts personal communication style to build a positive working relationship and show respect for opinions, values and particular needs of others
Get the work done	1.1, 1.4, 1.7, 2.3, 2.5	• Plans routine tasks with familiar goals and outcomes, taking some responsibility for decisions regarding sequencing and timing

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ICPSUP262 Communicate in the workplace	ICPSU262C Communicate in the workplace	Updated to meet Standards for Training Packages	Equivalent unit

PwC's Skills for Australia

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426 e24131d