



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **LMTCL3014B Interact and communicate with garment production personnel**

**Revision Number: 1**

## **LMTCL3014B Interact and communicate with garment production personnel**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor** This unit covers the skills and knowledge to interact and communicate with others in the garment production process to ensure production outcomes are achieved.

## Application of the Unit

### Application of the Unit

The unit applies to implementing techniques to interact and communicate effectively with others involved in the garment production process including applying knowledge of the information requirements of other production personnel.

Work may be conducted in small to large scale enterprises and may involve individual and team activities.

The application of this unit is according to OHS practices of the enterprise and workplace practices, which may include:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- standard operating procedures
- work instructions
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control, and recycling

This unit requires skills in communication and team work in order to effectively communicate with a variety of personnel involved in the production process. Problem solving skills are also required to identify and address communication problems and document outcomes.

## Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

### Prerequisites

## Employability Skills Information

**Employability Skills** This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Not applicable.

## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Describe workplace communication practices	<p>1.1 Roles of different <i>production personnel</i> are described.</p> <p>1.2 Routine workplace <i>communication channels and tools</i> and their appropriate uses are described.</p> <p>1.3 Communication <i>protocols</i> of different garment production personnel are identified.</p> <p>1.4 Workplace interaction and communication practices and <i>quality standards</i> are identified.</p>
2 Communicate production-related information	<p>2.1 <i>Objectives</i> of communicating production-related information are identified.</p> <p>2.2 Appropriate communication tools are used.</p> <p>2.3 Language and terminology that is appropriate to production process is used routinely when <i>interacting and communicating</i> to ensure required meaning is accurately conveyed.</p> <p>2.4 Feedback is sought on effectiveness of communication in relaying production concepts and requirements.</p> <p>2.5 Where difficulties arise in communication, assistance is sought from <i>appropriate personnel</i>.</p> <p>2.6 Outcomes of communication and information received are documented as required and records are maintained.</p>

## Required Skills and Knowledge

This describes the essential skills and knowledge and their level, required for this unit.

Demonstrates knowledge of:

- workplace communication practices and quality standards
- accepted ways of communicating information in the workplace
- roles of different production personnel
- ways to effectively manage information
- uses of a variety of communication tools
- quality standards and practices
- OHS practices, including hazard identification and control measures
- workplace practices
- recording and reporting practices

Demonstrates skills to:

- use appropriate industry terminology and language to convey meaning
- work effectively with others
- conduct quality checks on own work
- identify communication goals
- use communication tools such as computers, internet, email, databases
- read, interpret and follow information on work specifications, standard operating procedures and work instructions, and other reference material
- maintain accurate records
- communicate within the workplace
- sequence operations
- meet specifications
- clarify and check task-related information
- carry out work according to OHS practices

## Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for the Training Package.

<b>Critical aspects of evidence</b>	Demonstrates skills and knowledge to: <ul style="list-style-type: none"><li>• interact with production personnel to achieve agreed outcomes</li><li>• apply an understanding of the roles and information needs of different production personnel</li><li>• use different communication tools</li><li>• seek appropriate feedback</li><li>• meet workplace standards including quality standards</li></ul>
<b>Consistency in performance</b>	Consistently applies skills and knowledge when: <ul style="list-style-type: none"><li>• organising work</li><li>• completing tasks according to instructions</li><li>• working systematically with attention to detail</li><li>• identifying improvements and avoiding damage</li><li>• using workplace practices</li><li>• using OHS practices</li><li>• recording and reporting accidents and incidents</li><li>• assessing operational readiness of equipment</li><li>• recognising and adapting to cultural differences in the workplace, including modes of behaviour and interactions</li></ul>
<b>Resource implications</b>	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
<b>Context for assessment</b>	Assessment may occur on the job or in an appropriately simulated environment.
<b>Interdependent assessment</b>	This unit may be assessed independently or in combination with other relevant units.

## 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. Add any 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.

Legislative/regulatory requirements	All work must comply with relevant Federal and State or Territory legislative or regulatory requirements.
Production personnel may include:	<ul style="list-style-type: none"> <li>• patternmakers</li> <li>• designers</li> <li>• cutters</li> <li>• pressers</li> <li>• despatch personnel</li> <li>• machinists</li> <li>• supervisors</li> </ul>
Communication channels and tools may include:	<ul style="list-style-type: none"> <li>• sketches, drawings, illustrations, photographs</li> <li>• samples of fabrics and garments</li> <li>• written descriptions and instructions</li> <li>• specification sheets</li> <li>• storyboards</li> <li>• meetings</li> <li>• electronic communication tools</li> </ul>
Protocols may include:	<ul style="list-style-type: none"> <li>• specific formats, timing and content of communication required by others performing related garment production processes</li> </ul>
Quality standards may include:	<ul style="list-style-type: none"> <li>• accepted formats for presenting ideas and concepts</li> <li>• standards of presentation for drafts and final versions</li> <li>• layout and content</li> </ul>
Objectives may include:	<ul style="list-style-type: none"> <li>• clarify production processes</li> <li>• suggest improvements to processes, patterns or designs</li> <li>• convey information about production</li> <li>• report difficulties or problems</li> <li>• hand over production to next process</li> </ul>
Interacting and communicating may include:	<ul style="list-style-type: none"> <li>• face to face</li> <li>• by telephone</li> <li>• writing</li> </ul>
Appropriate personnel may include:	<ul style="list-style-type: none"> <li>• supervisor</li> <li>• work colleagues</li> <li>• colleagues with specific and relevant expertise</li> </ul>

## **Unit Sector(s)**

**Sector**                      Clothing Production