



Australian Government

Assessment Requirements for MSMSUP102 Communicate in the workplace

Release: 2

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Modification History

Release 2. Equivalent. Minor edits for improved clarity. Range of conditions removed. Assessment conditions updated.

Release 1. Supersedes and is equivalent to MSAPMSUP102A Communicate in the workplace.

Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- received, recorded and relayed messages, including:
 - listening attentively and asking questions to confirm understanding
- responded to at least one request for information in accordance with procedures, including:
 - using clear and concise language in both verbal and written communication
- completed workplace forms legibly and accurately

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- sources of information
- communication equipment
- organisation procedures, including:
 - telephone and communications protocols and/or procedures
 - documentation and record keeping
- types and meaning of workplace codes, numbers, symbols, signs and colours typically used in the work environment
- types, purpose and importance of workplace documentation
- workplace expectations for acceptable language and tone, including swearing, level of formality, courteousness and respect for diversity
- challenges in communicating with people from culturally and linguistically diverse (CALD) backgrounds in the workplace and possible strategies
- communication problems and corrective actions relevant to own role
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - workplace documentation and/or information
 - workplace forms.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>