MTMCOR205A Communicate in the workplace

Release: 1

MTMCOR205A Communicate in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to carry out workplace communication practices. It includes the competencies to identify the enterprise's communication channels, use communication skills to undertake and complete workplace requirements, and contribute to positive workplace relations.

Application of the Unit

Application of the unit	This unit can be used as part of a meat establishment workplace induction program introducing the employee or student to the industry and workplace communication requirements.

Licensing/Regulatory Information

Not Applicable

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.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Contribute to the maintenance and improvement of workplace operations and requirements	1.1. Problems are solved by *communicating* with others. 1.2. Information is exchanged to perform workplace tasks and take appropriate action. 1.3. Spoken and written reports (where applicable) are provided clearly and promptly.
2. Identify key personnel in the workplace	2.1. Organisational structure of the workplace, mission statements and strategic plan are identified. 2.2. Key personnel and their roles in the organisation are identified. 2.3. Role of trainees is identified.
3. Contribute to positive workplace relations	3.1. Communication styles of cultural, social and ethnic groups are recognised and considered. 3.2. Appropriate communication style for context, *audience* and purpose is applied. 3.3. Regulatory and workplace ethical standards are considered in verbal and non-verbal communications.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills

Ability to:
 • copy and record *workplace information* accurately in routine formats and proformas, where appropriate
 • demonstrate effective communication techniques with supervisors and colleagues
 • demonstrate the exchange of relevant routine information with others to:
    • explain issues or problems
    • meet quality and food safety requirements
    • offer suggestions for improvement
    • reach conclusions
 • describe forms of feedback provided to colleagues and key personnel
 • participate in, and contribute to, meetings and discussions
 • read *written information* and write to a level typically required in the workplace

REQUIRED SKILLS AND KNOWLEDGE

- take action to improve own work performance as a result of self-evaluation, feedback from others, or in response to changed work practices or technology
- use appropriate communication styles when:
    - negotiating sensitive issues
    - obtaining views and information from others
    - working with cultural, social and ethnic groups

Required knowledge

Knowledge of:

- roles of key personnel in the workplace
- sources of information relevant to own work, including *occupational health and safety* (*OHS*), *regulatory*, work instructions and *workplace requirements*
- workplace standards of behaviour

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	The meat industry has specific and clear requirements for evidence. A minimum of three forms of evidence is required to demonstrate competency in the meat industry. This is specifically designed to provide evidence that covers the demonstration in the workplace of all aspects of competency over time.
	These requirements are in addition to the requirements for valid, current, authentic and sufficient evidence.
	Three forms of evidence means three different kinds of evidence - not three pieces of the same kind. In practice it will mean that most of the unit is covered twice. This increases the legitimacy of the evidence.
	All assessment must be conducted against Australian meat industry standards and regulations.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Competency must be demonstrated in the workplace and over a period of time.
Context of and specific resources for assessment	Assessment may involve simulation or actual demonstration of competency.
Method of assessment	Recommended methods of assessment include:
	• assignment
	• quiz of underpinning knowledge
	• simulation
	• workplace demonstration
	• workplace project
	• workplace referee or third-party report of performance over time.
	Assessment practices should take into account any relevant language or cultural issues related to Aboriginality or Torres Strait Islander, gender, or

EVIDENCE GUIDE	
	language backgrounds other than English. Language and literacy demands of the assessment task should not be higher than those of the work role.
Guidance information for assessment	A current list of resources for this unit of competency is available from MINTRAC www.mintrac.com.au or telephone 1800 817 462.

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.	
Communication may be:	- in English - in languages other than English - spoken, written, non-verbal and include signs and signals - with people from a range of cultural, social and ethnic backgrounds or with colleagues, superiors, customers, clients and external parties - information relating to own work, including: - AUS-MEAT language charts - codes of practice - customer service standards - diagrams - grading specifications - Hazard Analysis Critical Control Point (HACCP) charts - industry and agency newsletters - inspection schedules - labels and tags - messages - notices

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	• orally provided information • orders • packaging, loadout and repackaging documentation • policies • posters • pricing schedules and tickets • procedures • sample data • scales and dials in analogue or digital formats • voltage meters and readings • work instructions.
Audience may include:	• business associates • clients • colleagues • customers • external parties • superiors.
Workplace information may be:	• in English • in everyday workplace language, including some mathematical language • in languages other than English • presented in routine proformas using accurately copied information, symbols, numbers, abbreviations, codes and sketches • presented orally • provided visually (e.g. video, OH&S signs, symbols and other pictorial presentations) • routine, simple and brief.
Written information may include:	• any written information relevant to own work requirements • job requirements • messages • policies • procedures • reports • work instructions.
OH&S requirements may include:	• enterprise OH&S policies, procedures and programs

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	• OH&S legal requirements
	• personal protective equipment (PPE) which may include:
	  • coats and aprons
	  • ear plugs or muffs
	  • eye and facial protection
	  • head-wear
	  • lifting assistance
	  • mesh aprons
	  • protective boot covers
	  • protective hand and arm covering
	  • protective head and hair covering
	  • uniforms
	  • waterproof clothing
	  • work, safety or waterproof footwear
	• requirements set out in standards and codes of practice.

Regulatory requirements may include:	• Export Control Act • Federal, state and territory regulations regarding meat processing • hygiene and sanitation requirements • relevant Australian Standards • relevant regulations • requirements set out in AS 4696:2007 Australian Standard for Hygienic Production and Transportation of Meat and Meat Products for Human Consumption.
Workplace requirements may include:	• enterprise-specific procedures • OH&S requirements • Quality Assurance (QA) requirements • Standard Operating Procedures (SOPs) • the ability to perform the task to production requirements • work instructions.

Unit Sector(s)

Unit sector	

Co-requisite units

Co-requisite units		

Competency field

Competency field	