



Australian Government

Department of Education, Employment and Workplace Relations

MTMPSR411A Lead communication in the workplace

Release: 1

MTMPSR411A Lead communication in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the skills and knowledge required to lead and promote effective communication in the workplace. It includes the skills and knowledge required for effective written and verbal communication.
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Application of the Unit

Application of the unit	This unit is applicable to supervisors, technical experts or managers in meat establishments in the meat retail, smallgoods, meat processing and food service sectors producing meat and meat products for domestic and export markets.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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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. Engage in complex verbal communication	<p>1.1. Group processes are facilitated and monitored to support group objectives.</p> <p>1.2. One-to-one interaction with team members is provided to achieve effective support.</p> <p>1.3. Work instructions are explained to others.</p> <p>1.4. Work requirements and expectations are negotiated with others.</p> <p>1.5. Negotiation skills are used as appropriate.</p> <p>1.6. Conflict resolution techniques are used as appropriate.</p> <p>1.7. Problem-solving and decision making techniques are used as appropriate.</p>
2. Read complex text	<p>2.1. Written information is read, analysed and used to assist in overseeing workplace performance.</p> <p>2.2. Technical information from written source is used to examine and introduce new procedures and approaches to improve workplace performance.</p>
3. Prepare written information for a range of audiences and applications	<p>3.1. Routine and specialist reports are consolidated and summarised to convey key points.</p> <p>3.2. Procedures and instructions related to existing and new functions and tasks are written for others to follow and implement.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

Ability to:

- analyse written information from a variety of sources to assist with decision-making process
- convey information, which may be complex or technical or involve a change to a familiar process, to people who may not have a technical background
- convey workplace information, such as work instructions, in a way that facilitates learning by others

REQUIRED SKILLS AND KNOWLEDGE

- demonstrate conflict-resolution techniques
- demonstrate participative problem-solving techniques to resolve workplace problems
- demonstrate techniques to check that information has been understood
- explain and demonstrate *communication* styles relevant to conveying information to employees from a range of social, cultural and ethnic backgrounds
- identify and observe *Occupational Health and Safety (OH&S) requirements* where applicable
- identify and observe *regulatory* and *workplace requirements* where relevant
- locate and extract relevant information from technical documentation
- prepare reports in a range of formats and language styles suitable for the audience
- resolve or progress issues in complex and/or hostile environments
- select and organise relevant routine information to:
 - clarify or explain issues or problems
 - offer suggestions for improvement
 - provide opinions
- use facilitation skills to ensure participation from all group members
- utilise available information and communications *technology* to facilitate communication

Required knowledge

Knowledge of:

- purpose of feedback and forms of feedback suitable for the workplace
- purpose of reports and other documentation used in the work area
- roles and expectations of customers, suppliers and participants in the work process

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 needs to be demonstrated while exercising suitable levels of authority in the workplace.

Context of and specific resources for assessment

Assessment must include demonstration of competency in the workplace under normal working conditions.

Method of assessment

Recommended methods of assessment include:

- assignments
- 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	
<p>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.</p>	
Groups may be:	<ul style="list-style-type: none"> • informal work groups or formal committees.
Negotiations may involve:	<ul style="list-style-type: none"> • complex coordination of human and material resources and can involve both internal and external customers and suppliers. • referrals to management and/or industrial parties, where conflicts are unable to be resolved.
Problem-solving may include:	<ul style="list-style-type: none"> • involvement and support of more senior management • discussion and resolution of issues undertaken with support from more senior management • involvement of: <ul style="list-style-type: none"> • owner or operator • external facilitators.
Written information may include:	<ul style="list-style-type: none"> • graphs, charts and tables • industry publications • manuals • newsletters • notices from government and regulatory bodies • orders • procedures and instructions

RANGE STATEMENT	
	<ul style="list-style-type: none"> • relevant legislation and award provisions: <ul style="list-style-type: none"> • OH&S legislation • award provisions relating to conditions of employment • training • affirmative action • Equal Employment Opportunity (EEO) legislation • status reports • supplier correspondence and contracts.
<i>Audiences</i> for information may include:	<ul style="list-style-type: none"> • customers • suppliers • management and/or workers.
<i>Communication</i> may be:	<ul style="list-style-type: none"> • spoken • written • non-verbal and include the use of signs, signals, symbols and pictures, and require the interpretation and sensitive handling of non-verbal and visual clues and cues. • reported according to statutory and workplace requirements and may involve manual and/or electronic systems • reported and presented through: <ul style="list-style-type: none"> • spoken • written and supported by: <ul style="list-style-type: none"> • graphs • pictures • charts • tables.
<i>OH&S requirements</i> may include:	<ul style="list-style-type: none"> • enterprise OH&S policies, procedures and programs • OH&S legal requirements • Personal Protective Equipment (PPE) which may include: <ul style="list-style-type: none"> • coats and aprons • ear plugs or muffs • eye and facial protection • head-wear • lifting assistance • mesh aprons

RANGE STATEMENT	
	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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.
Technology may include:	<ul style="list-style-type: none"> • information and communication technologies such as: <ul style="list-style-type: none"> • diaries and organisers • computerised equipment • personal computers • on-line services • telephone • fax • automated machinery • robotic equipment.

Unit Sector(s)

Unit sector	
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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