

RTC2801A
Unit Descriptor
Unit Sector

Participate in workplace communications

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No sector assigned

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1. Follow routine spoken messages | 1.1 Required information is gathered by listening, and is correctly interpreted.
1.2 Instructions/procedures are followed in appropriate sequence for tasks and in accordance with information received.
1.3 Clarification is sought from workplace supervisor on all occasions when any instruction/procedure is not understood. |
| 2. Perform workplace duties following routine written notices | 2.1 Written workplace notices and instructions are read and interpreted correctly.
2.2 Routine written instructions/procedures are followed in sequence.
2.3 Clarification is sought from workplace supervisor on all occasions when any instruction/procedure is not understood. |
| 3. Obtain and provide information in response to workplace requirements | 3.1 Specific, relevant information is obtained.
3.2 Important information is interpreted correctly.
3.3 Information is written completely, accurately and legibly.
3.4 Sources of required information are identified and appropriate contact established.
3.5 Personal interaction is courteous and inquiries carried out clearly and concisely.
3.6 Defined workplace procedures for the location and storage of information are used. |
| 4. Complete relevant work related documents | 4.1 Range of forms relating to conditions of employment are completed accurately and legibly.
4.2 Workplace data is recorded on standard workplace forms and documents.
4.3 Basic mathematical processes are used for routine calculations.
4.4 Errors in recording information on forms/documents are identified and rectified.
4.5 Reporting requirements to supervisor are completed according to enterprise guidelines. |

5. Participate in workplace meetings and discussions
- 5.1 Team meetings are attended on time.
 - 5.2 Own opinions are clearly expressed and those of others are listened to without interruption.
 - 5.3 Meeting inputs are consistent with the meeting purpose and established **protocols**.
 - 5.4 **Workplace interactions** are conducted in a courteous manner appropriate to cultural background and authority in the enterprise procedures.
 - 5.5 Questions about simple routine workplace procedure and matters concerning conditions of employment are asked and responded to.
 - 5.6 Meeting outcomes are interpreted and implemented.

KEY COMPETENCIES

What processes should be applied to this competency standard? There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the key competencies, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

Key Competency	Example of Application	Performance Level
Communicating ideas and information	By discussion with supervisor and others.	1
Collecting analysing and organising information	By obtaining various workplace documents and processing them accordingly.	1
Planning and organising activities	Participating in workplace communications requires limited planning and organising.	1
Working with others and in teams	Participating in workplace communications will require participation with others in a team.	1
Using mathematical ideas and techniques	Mathematical ideas and techniques can be applied by calculating and recording workplace information.	1
Solving problems	In emergencies or communication breakdown, technical problems may arise requiring simple solutions.	1
Using technology	Equipment such as calculators, computers, telephones and radios may be required to communicate and calculate.	1

RANGE STATEMENT

What types of notices may be relevant to this unit?

Instructions, labels, symbols, signs, tables, simple graphs, personnel information, notes, rosters, safety material, dockets with customer/client details, messages, enterprise specific data, and industry network details.

What other contact may be included?	Suppliers, industry bodies, local government, regulatory bodies, trade personnel, training personnel, contractors and advisers.
How should interaction with others be conveyed?	Efficiently, effectively, responsively, courteously and supportively, using correct forms of greeting, identification and address as required, and presenting the enterprise in a positive way.
What forms of data storage may be included?	Manual or computer based filing systems.
What workplace forms may be included?	Personnel forms, telephone message forms, safety reports and work rosters.
What different types of work groups and teams does this standard apply to?	Formal and informal groups/teams, small and large groups/teams and teams based on work function, level of supervision, work rosters or other.
What routine workplace measures may be included?	Estimates and calculations of pay, leave entitlements, workplace allowances, materials usage, product characteristics (length, weight, capacity, time, temperature, stock numbers and age), product tallies, and packing and storing of stock/product.
What are defined as basic mathematical processes?	Addition, subtraction, multiplication and division.
What meeting protocols may be included?	Observing meeting convention, compliance with meeting decisions, and obeying meeting instructions.
What industry standards for workplace interaction may be specified?	Courtesy requirements, discretion, confidentiality, and structured follow-up procedures.
What workplace interactions may be relevant to this standard?	Verbal discussions including face to face, telephone, electronic and two-way radio, written including electronic, memos, instructions and forms, and non-verbal including gestures, signals, signs and diagrams.
What enterprise requirements may be relevant?	Clear and concise organisation, defined procedures for storage, and accurate and legible recording.

What personal presentation standards may be included?

Dress requirements for personal safety in the working environment, the wearing or use of personal protective equipment, personal and workplace hygiene and personal presentation for safety, e.g., the need to cover long hair or remove jewellery.

Which forms of communication may be relevant?

Face to face, telephone, written means, computers, e-mail, facsimile, 2-way radio, mobile phone, attendance at industry forums, paging systems and answering machines.

EVIDENCE GUIDE

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below:

- Effective communication.
- Different modes of communication.
- Written communication.
- Effective communication in a work team.
 - Communication procedures and systems, and technology relevant to the enterprise and the individual's work responsibilities.
 - OHS legislative requirements and Codes of Practice.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to:

- Follow simple spoken messages.
- Perform routine workplace duties following simple written notices.
- Gather and provide information in response to workplace requirements.
- Complete relevant work related documents.
- Estimate, calculate and record routine workplace measures.
- Basic mathematical processes of addition, subtraction, division and multiplication.
- Estimation processes.
- Participate in workplace meetings and discussions.

Are there other competency standards that could be assessed with this one?

This competency standard could be assessed on its own or in combination with other competencies relevant to the job function.

Essential Assessment Information

There is **essential information about assessing this competency standard for consistent performance and where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to both the **Assessment Guidelines** and the relevant **Sector Booklet**.