



**Australian Government**

# **Assessment Requirements for PSPGEN019**

## **Use workplace communication strategies**

**Release: 1**

## Assessment Requirements for PSPGEN019 Use workplace communication strategies

### Modification History

Release	Comments
1	<p>These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages.</p> <ul style="list-style-type: none"><li>Assessment Requirements created drawing upon specified assessment information from superseded unit</li></ul>

### Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. The candidate must demonstrate evidence of performance of the following on at least one occasion.

- taking part in interpersonal exchanges of information, with some awareness of different registers and strategies for interaction
- clarifying meaning, exploring issues and problem solving or referral
- using information presented in graphic, diagrammatic, or visual form
- using telephones, answering machines/voicemail, computers with audio, presentation software and other communications technology

### Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- principles of effective communication, including presentations
- knowledge of organisational processes, hierarchy and formal communication channels
- conflict resolution techniques
- meeting formats and requirements

### Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

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=bebbece7-ff48-4d2c-8876-405679019623>

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