Assessment Requirements for PSPGEN054 Use complex workplace communication strategies

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Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. • Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

• applying legislation, regulations and policies relating to communication in the public sector
• analysing and using language structures and features that influence the interpretation of spoken communication
• interacting confidently with groups on familiar topics in formal and informal workplace situations
• clarifying meaning, exploring issues and problem solving

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.

• public sector legislation including WHS and environment, regulations, policies, procedures and guidelines relating to communication in the public sector
• the power and effect of spoken language
• knowledge of organisation processes and hierarchy
• techniques to deal with opposing views and positions
• emotional intelligence techniques
• organisational protocols and etiquette for communication in meetings
• communication strategies to suit different audiences
• ways to influence the interpretation of spoken communication

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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