



**Australian Government**

**Assessment Requirements for  
PUACOM004 Manage organisational  
communication strategies**

**Release: 1**

# Assessment Requirements for PUACOM004 Manage organisational communication strategies

## Modification History

**Release 1.** This is the first release of this unit of competency in the PUA Public Safety Training Package.

## Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and includes

- developing communication strategies
- following organisational policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- identifying, applying and maintaining communication pathways
- managing communication strategies by building relationships, coaching, resolving conflict, listening, negotiating, networking and communicating verbally
- promoting use of communication strategies

## Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and includes knowledge of

- communication barriers and opportunities
- communication needs of personnel
- communication strategies
- communication techniques
- organisational documentation, policies and procedures including Work, Health and Safety (WHS)/Occupational Health and Safety (OHS) requirements
- privacy principals
- strategy development to suit organisational objectives

## Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in industry approved simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, equipment, tools and personal protective clothing and equipment currently used in industry
- applicable documentation including organisational procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals.

## **Links**

PUA Training Package Companion Volume Implementation Guide is found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=3eca5672-6d5a-410b-8942-810d0ba05bbf>