



**Australian Government**

# **PUACOM004 Manage organisational communication strategies**

**Release: 1**

# 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.

## Application

This unit of competency involves the skills and knowledge required to develop, implement, review and evaluate communication strategies and to promote communication techniques in the work place. It includes developing communication strategies by identifying and maintaining communication pathways.

The unit is applicable to personnel who have an organisational wide role in the development and management of communication strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Not applicable.

## Competency Field

Communication

## Unit Sector

Public Safety

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### 1 Develop communication strategies

### PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

**1.1** Strategies for internal and external dissemination of information are developed to meet organisational requirements

**1.2** Special communication needs are identified when developing strategies to avoid discrimination in the

		organisation
	<b>1.3</b>	Communication strategies are analysed, evaluated and revised to ensure they are effective
<b>2 Establish and maintain communication pathways</b>	<b>2.1</b>	Communication pathways are established to meet requirements of organisation and personnel
	<b>2.2</b>	Communication pathways are maintained and reviewed to ensure personnel are updated on relevant information
<b>3 Promote use of communication strategies</b>	<b>3.1</b>	Information is provided to all areas of the organisation to facilitate communication strategy implementation
	<b>3.2</b>	Communication techniques are articulated and modelled to personnel, in accordance with organisational procedures
	<b>3.3</b>	Personnel are given guidance about adapting communication strategies to suit a range of contexts

## Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to PUACOM004B Manage organisational communication strategies.

## 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>