



Australian Government

TLIE1003 Participate in basic workplace communication

Release: 2

TLIE1003 Participate in basic workplace communication

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to participate effectively in basic workplace communication as an integral part of routine work in the context of the workplace concerned.

It includes communicating information about routine tasks, processes, events or skills; participating in group discussions to achieve appropriate work outcomes; and representing group views to others.

Work is performed under some supervision, generally within a team environment.

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

Pre-requisite Unit

Not applicable.

Competency Field

E – Communication and Calculation

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Communicate

PERFORMANCE CRITERIA

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

1.1 Appropriate form of communication is selected and used

- information about routine tasks, processes, events or skills** to meet required purpose
- 1.2 Effective listening skills are used
 - 1.3 Questions are used to gain additional information and to clarify understanding
 - 1.4 Sources of information relevant to communication are identified
 - 1.5 Information is selected and sequenced correctly
 - 1.6 Verbal and written reporting is undertaken as required
 - 1.7 Communication is undertaken in familiar and unfamiliar situations, and with familiar and unfamiliar individuals and groups
- 2 Participate in group discussions to achieve appropriate work outcomes**
- 2.1 Responses are sought from, and ideas are shared with, others in the group
 - 2.2 Constructive contributions are made in terms of the process involved
 - 2.3 Goals or outcomes are communicated and/or recorded
- 3 Represent group views to others**
- 3.1 Group views and opinions are interpreted and clarified as required
 - 3.2 Context of, and reasons for, representing group views to others are confirmed and explained
 - 3.3 Groups views and opinions are accurately reflected in representation to others

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 can be found in the TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIE1003A Participate in basic workplace communication.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>