



Australian Government

Department of Education, Employment and Workplace Relations

TLIE307C Participate in basic workplace communication

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to participate effectively in basic workplace communication including communicating information about routine tasks, processes, events or skills, participating in group discussions to achieve appropriate work outcomes, and representing views of a group to others.

Application of the Unit

Communication is carried out as an integral part of routine work in the context of the workplace concerned.

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

Work involves the application of established communication principles and practice and the use of local technical and colloquial language and vocabulary in day-to-day communications.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Communicate information about routine tasks, processes, events or skills	1.1 An appropriate form of communication is selected and used to meet the purpose required 1.2 Effective listening skills are demonstrated 1.3 Questions are used to gain additional information and to clarify understanding 1.4 Sources of information relevant to the communication are identified 1.5 Information is selected and sequenced correctly 1.6 Verbal and written reporting is undertaken where required 1.7 Communication is undertaken in both 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 and provided to 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 views of the group to others	3.1 Views and opinions of others are interpreted, understood and accurately reflected

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant procedures and duty of care requirements

Relevant OH&S responsibilities

Basic communication techniques including barriers to effective communication and how to overcome them

Basic principles of effective communication

Protocols and procedures for communicating with others using relevant workplace technology

Techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand English

Typical communication problems and appropriate action and solutions

Required skills:

Communicate effectively with others when completing basic work activities

Read and interpret instructions, procedures and information relevant to basic work activities

Interpret and follow operational instructions and prioritise work

Complete documentation related to basic work activities

Operate electronic communication equipment to required protocol

Work collaboratively with others in the course of communication

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems in communication in accordance with workplace procedures

Modify communication activities depending on differing operational contingencies and environments

Work systematically with required attention to detail

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication will be that involved in:	in basic routine work functions may occur by day or night in a variety of work contexts
Communication modes may include:	active listening group interaction questioning to obtain information and/or clarify information and understanding routine oral reporting routine written reporting participation in routine meetings in the workplace basic recording of discussions
Communications may involve:	English-speaking persons multilingual staff persons with limited ability to communicate in English
Communication problems may include:	misunderstanding limited ability of others to communicate in English noisy environments or communication channels illegible writing or print use of non-standard vocabulary incorrect assumption that message has been received and/or correctly understood
Personnel in work area may include:	managers supervisors/team leaders workplace personnel visitors

	contractors
	official representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	company procedures
	enterprise procedures
	organisational procedures
	established procedures
Communication may involve the basic use of a range of communication technology including:	phone
	electronic data interchange
	fax
	email
	internet
	radio
Information/documentation may include:	workplace procedures, checklists and instructions
	goods identification numbers and codes
	manifests, bar codes, goods and container identification
	manufacturers specifications
	workplace policies
	supplier and/or client instructions
	material safety data sheets
	relevant codes of practice including the national standards for manual handling and the industry safety code
	legislation, regulations and related documentation
	award, enterprise bargaining agreement, other industrial arrangements
	standards and certification requirements
	quality assurance procedures
	emergency procedures
Applicable regulations and legislation may include:	relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes
	dangerous goods and freight regulations and

codes

relevant Australian and state/territory OH&S
legislation

equal employment legislation and related
policies

environmental protection regulations

Unit Sector(s)

Not applicable.

Competency Field

E - Communication and Calculation