



Australian Government

Department of Education, Employment and Workplace Relations

TLIE1003A Participate in basic workplace communication

Release: 1

TLIE1003A Participate in basic workplace communication

Modification History

Not Applicable

Unit Descriptor

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. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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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

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

ELEMENT	PERFORMANCE CRITERIA
1 Communicate information about routine tasks, processes, events or skills	<p>1.1 An appropriate form of communication is selected and used to meet the purpose required</p> <p>1.2 Effective listening skills are demonstrated</p> <p>1.3 Questions are used to gain additional information and to clarify understanding</p> <p>1.4 Sources of information relevant to the communication are identified</p> <p>1.5 Information is selected and sequenced correctly</p> <p>1.6 Verbal and written reporting is undertaken where required</p> <p>1.7 Communication is undertaken in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups</p>
2 Participate in group discussions to achieve appropriate work outcomes	<p>2.1 Responses are sought and provided to others in the group</p> <p>2.2 Constructive contributions are made in terms of the process involved</p> <p>2.3 Goals or outcomes are communicated and/or recorded</p>
3 Represent views of the group to others	<p>3.1 Views and opinions of others are interpreted, understood and accurately reflected</p>

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**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/or 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:

EVIDENCE GUIDE

	<ul style="list-style-type: none"> • relevant and appropriate materials and equipment, and • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
Method of assessment	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • through activities in an appropriately simulated environment 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:	<ul style="list-style-type: none"> • in basic routine work functions • may occur by day or night • in a variety of work contexts
Communication modes may include:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • English-speaking persons • multilingual staff • persons with limited ability to communicate in English
Communication problems may include:	<ul style="list-style-type: none"> • misunderstanding • limited ability of others to communicate in English • noisy environments or communication channels • illegible writing or print

RANGE STATEMENT

	<ul style="list-style-type: none">• use of non-standard vocabulary• incorrect assumption that message has been received and/or correctly understood
Personnel in work area may include:	<ul style="list-style-type: none">• 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:	<ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures
Communication may involve the basic use of a range of communication technology including:	<ul style="list-style-type: none">• phone• electronic data interchange• fax• email• internet• radio
Information/documentation may include:	<ul style="list-style-type: none">• 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:	<ul style="list-style-type: none">• 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

RANGE STATEMENT

- environmental protection regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field E - Communication and Calculation