



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **UEPOPS338A Facilitate Effective Workplace Communication**

**Release: 1**

## UEPOPS338A Facilitate Effective Workplace Communication

### Modification History

Not Applicable

### Unit Descriptor

#### Unit Descriptor 1)

This unit deals with the skills and knowledge required to facilitate effective workplace communication.

### Application of the Unit

#### Application of the Unit 3)

This unit is intended to augment formally acquired competencies. It is suitable for employment-based programs under an approved contract of training.

#### License to practise 3.1)

The skills and knowledge described in this unit do not require a licence to practise in the workplace. However, practice in this unit is subject to regulations directly related to Occupational Health and Safety and where applicable contracts of training such as apprenticeships.

### Licensing/Regulatory Information

Not Applicable

### Pre-Requisites

#### Prerequisite Unit(s) 2)

#### Competencies 2.1)

There are no prerequisite units.

## Employability Skills Information

Refer to the Evidence Guide

### Elements and Performance Criteria Pre-Content

5) 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 Plan and prepare for communication	<p>1.1 Communication requirements are identified from analysis of probable work requirements and customer service activities</p> <p>1.2 Communication network is planned and established to ensure reliable, expeditious and cost effective communications in accordance with enterprise/site requirements</p> <p>1.3 Communications network is monitored and modified as required in accordance with enterprise/site requirements</p> <p>1.4 Where appropriate, the teams and individuals roles and responsibilities within the team are identified and, where required, assist in the provision of the on-the-job training</p>
2 Facilitate team communications	<p>2.1 Forums, including briefings, meetings and committees, are scheduled as required in accordance with enterprise/site requirements</p> <p>2.2 Communications network information is provided to team members to ensure maximum efficiency in accordance with site requirements</p> <p>2.3 Communications skill deficiencies are identified and team members made aware of action</p>

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	required and informed of remedial options available in accordance with enterprise policy
	2.4 Team members are encouraged to participate in the creation of an environment in which all views are aired and considered in accordance with enterprise policy
3 Facilitate meetings	3.1 Meetings are planned and organised including distribution and clarification of agenda, notification of date venue and required attendees and administration requirements, in accordance with site requirements
	3.2 Format and rules of procedure are identified, agreed, established and applied in accordance with site requirements
	3.3 Views of all parties are identified and presented, including agreement and dissent, to obtain a balanced position in accordance with enterprise policy
	3.4 Outcomes and agreed action plans are recorded and details of next meeting confirmed before closing in accordance with site requirements
4 Represent team views	4.1 Team viewpoint is determined, including possible options and acceptable alternatives or compromises prior to presentation
	4.2 Team viewpoints are presented in clear, concise and logical manner accepting the need for rational and productive debate
	4.3 Decisions and outcomes are conveyed to team members to accurately portray their position

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

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

Evidence shall show that knowledge has been acquired of facilitating effective workplace communication for a permit to work.

The extent of the Essential Knowledge and Associated Skills required follows:

Evidence shall show that knowledge has been acquired for safe working practices of:

- Enterprise and divisional communication equipment and procedures
- Documentation procedures
- Subject matter
- Meeting agenda requisites
- Enterprise recording procedures
- Communication procedures

Specific skills needed to achieve the Performance Criteria:

- Interpret instructions
- Write reports and compile documents
- Facilitate meetings
- Extract information
- Conduct meetings
- Communicate effectively.

## Evidence Guide

### EVIDENCE GUIDE

8) This provides essential advice for assessment of the unit of competency and must be read in conjunction with the Performance Criteria and the Range Statement of the unit and the Training Package Assessment Guidelines.

The Evidence Guide forms an integral part of this Competency Standard Unit and shall be used in conjunction with all components parts of this unit and, performed in accordance with the Assessment Guidelines of this Training Package.

#### Overview of Assessment

##### 8.1)

Longitude competency development approaches to assessment, such as Profiling, require data to be reliably gathered in a form that can be consistently interpreted over time. This approach is best utilised in Apprenticeship programs and reduces assessment intervention. It is the Industry's preferred model for apprenticeships. However, where summative (or final) assessment is used it is to include the application of the competency in the normal work environment or, at a minimum, the application of the competency in a realistically simulated work environment. It is recognised that, in some circumstances, assessment in part or full can occur outside the workplace. However, it must be in accord with Industry and, Regulatory policy in this regard.

Methods chosen for a particular assessment will be influenced by various factors. These include the extent of the assessment, the most effective locations for the assessment activities to take place, access to physical resources, additional safety measures that may be required and the critical nature of the competencies being assessed.

The critical safety nature of working with electricity, electrical equipment, gas or any other hazardous substance/material carries risk in deeming a person competent. Hence, sources of evidence need to be 'rich' in nature so as to minimise error in judgment.

Activities associated with normal every day work have a bearing on the decision as to how much and how detailed the data gathered will contribute to its 'richness'. Some skills are more critical to safety and operational requirements while the same skills may be more or less frequently practised. These points are raised for the assessors to consider when choosing an assessment method and developing assessment instruments.

Sample assessment instruments are included for Assessors in the Assessment Guidelines of this Training Package.

**Critical aspects of evidence required to demonstrate competency in this unit**

**8.2)**

Before the critical aspects of evidence are considered all prerequisites shall be met.

Evidence for competence in this unit shall be considered holistically. Each element and associated Performance Criteria shall be demonstrated on at least two occasions in accordance with the "Assessment Guidelines - UEP06". Evidence shall also comprise:

- A representative body of Performance Criteria demonstrated within the timeframes typically expected of the discipline, work function and industrial environment. In particular this shall incorporate evidence that shows a candidate is able to:
  - Implement Occupational Health and Safety workplace procedures and practices including the use of risk control measures as specified in the Performance Criteria and Range Statement
  - Apply sustainable energy principles and practices as specified in the Performance Criteria and Range Statement
  - Demonstrate an understanding of the essential knowledge and associated skills as described in 6) Essential Knowledge and Associated Skills of this unit
  - Demonstrate an appropriate level of skills enabling employment
  - Conduct work observing the relevant Anti Discrimination legislation, regulations, polices and workplace procedures
- Demonstrated performance across a representative range of contexts from the prescribed items below:
  - Knowledge and application of relevant sections of: Occupational Health and Safety legislation; Statutory legislation; Enterprise/site safety procedures; Enterprise/site emergency procedures
  - Planning and preparing for communication
  - Facilitating team meetings
  - Communication procedures
  - Dealing with an unplanned event by drawing on essential knowledge and skills to provide appropriate solutions incorporated in the holistic assessment with the above listed items

**Context of and specific resources for assessment****8.3)**

This unit should be assessed as it relates to normal work practice using procedures, information and resources typical of a workplace. This should include:

- OHS policy and work procedures and instructions.
- Suitable work environment, facilities, equipment and materials to undertake actual work as prescribed by this unit.

Competency Standards should be assessed in the workplace or simulated workplace and under the normal range of workplace conditions.

Assessment of this unit will be supported with documentary evidence, by means of endorsement stating type and application of work.

In addition to the resources listed above in Context of assessment', evidence should show competency working, in limited spaces, with different types of plant and equipment as well as different structural/construction types and methods and in a variety of environments.

**Method of assessment****8.4)**

This unit shall be assessed by methods given in Volume 1, Part 3 Assessment Guidelines.

Note: Competent performance with inherent safe working practices is expected in the Industry to which this unit applies. This requires that the specified essential knowledge and associated skills are assessed in a structured environment which is primarily intended for learning/assessment and incorporates all necessary equipment and facilities for learners to develop and demonstrate the essential knowledge and skills described in this unit.

**Concurrent assessment and relationship with other units****8.5)**

There are no recommended concurrent assessments with this unit, however in some cases efficiencies may be gained in terms of learning and assessment effort being concurrently managed with allied competency standard units where listed.

Nil



**Key competencies 8.6)**

Evidence that particular key competencies have been achieved within this unit is in the context of the following Performance Criteria of evidence. See Volume 2, Part 4 for an explanation of Key competencies and levels of this Training Package.

<b>Key competencies</b>	<b>Example of Application</b>	<b>Performance Level</b>
How are ideas and information communicated within this competency?	Refer to the following example of application:  Explain ideas and actions, make suggestions for alternative actions and deal with contingencies and non-routine situations.	2
How can information be collected, analysed and organised?	Refer to the following example of application:  Information with regard to operations, faults and maintenance may be observed and monitored for analysis and organised into records and reports.	2
How are activities planned and organised?	Refer to the following example of application:  Planning the required activity, to include co-ordination and use of equipment, materials and tools to avoid backtracking and rework.	1
How is team work used within this competency?	Refer to the following example of application:  Share tasks and provide appropriate support to other team members in completion of work tasks to meet the team's goals.	2
How are mathematical ideas and techniques used?	Refer to the following example of application:  Calculation of time to complete tasks, estimation of distances, levels, loads and material requirements.	1
How are problem solving skills applied?	Refer to the following example of application:  Determine solutions which focus on long and short-term resolution of work task problems.	2

How is use of technology applied?	Refer to the following example of application:  Access, communicate, measure and record information with regard to operations and performance of plant and equipment.	1
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### Skills Enabling Employment

#### 8.7)

Evidence that competency in this unit incorporates skills enabling employment is in the context of the following performance. See Volume 2, Part 5 for definitions and an explanation of skills enabling employment.

<b>Skills for Employment</b>		<b>Example of Application</b>
1	Developing and using skills within a real workplace	Refer to the following example of application:  Completion of tasks within an acceptable timeframe and performance with some supervision.
2	Learning to learn in the workplace	Refer to the following example of application:  Comprehension and application of theoretical knowledge to well-developed skills.
3	Reflecting on the outcome and process of work task	Refer to the following example of application:  Focused on improvement in own and other team member's performance in the workplace.
4	Interacting and understanding of the context of the work task	Refer to the following example of application:  Working understanding of the processes and systems which apply to the workplace.
5	Planning and organising the meaningful work task	Refer to the following example of application:  Achieving work tasks in a timely manner and ensuring that the work team achieves its stated work goals.
6	Performing the work task in non-routine or contingent	Refer to the following example of application:  Seek advice and apply solutions to problems relevant to the workplace environment.

situations	
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## Range Statement

### RANGE STATEMENT

7) This relates to the unit of competency as a whole providing the range of contexts and conditions to which the Performance Criteria apply. It allows for different work environments and situations that will affect performance.

Communications may include face to face discussions, letters, telephone, facsimile, time sheets, radios, memos and approved enterprise proformas.

Generic terms are used throughout this Training Package for vocational standard shall be regarded as part of the Range Statement in which competency is demonstrated. The definition of these and other terms are given in Volume 2 Part 1

## Unit Sector(s)

Not Applicable

## Literacy and numeracy skills

### Literacy and numeracy skills 2.2)

Participants are best equipped to achieve this unit if they have reading, writing and maths skills indicated by the following scales. Description of each scale is given in Volume 2, Part 3 Literacy and Numeracy

Reading	3	Writing	3	Maths	3
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## Competency Field

### Competency Field 4)

Operations.

