



Australian Government

AMPCOM201 Communicate in the workplace

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Modification History

Release	Comments
1	This unit of competency was first released in AMP Australian Meat Processing Training Package Release 9.0.

Application

This unit describes the skills and knowledge required to communicate effectively in a meat processing or retailing workplace. It covers verbal, non-verbal and simple written communication skills.

This unit applies to individuals who work under general supervision in meat processing or retailing premises.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety and food safety regulations, legislation and standards that apply to the workplace.

Licensing/Regulatory Information

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

Pre-requisite unit(s)

Nil.

Competency field(s)

N/A

Unit sector(s)

Communication (COM)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Identify key personnel in the workplace	1.1 Identify key personnel and their roles in the organisation 1.2 Identify who to go to for instructions, problem solving, and accident reporting
2. Participate in productive workplace communication	2.1 Interact with supervisors, managers and colleagues in a productive and respectful manner 2.2 Interact with others to solve problems 2.3 Exchange information to perform workplace tasks and take appropriate action 2.4 Provide clear and prompt spoken responses to requests 2.5 Complete routine workplace records following workplace requirements
3. Contribute to positive workplace relations	3.1 Recognise and consider communication styles of others 3.2 Communicate using respect for cultural and gender differences 3.3 Apply workplace standards for verbal and non-verbal communications

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	Interpret key requirements of relevant workplace documents
Oral communication	- Ask questions to clarify information - Provide accurate answers to questions - Explain issues or problems - Offer suggestions - Participate in routine discussions

Range of conditions

No conditions apply to this unit of competency at the time of publication.

Unit Mapping Information

Current Code and Title	Previous Code and Title	Comments	Equivalence
AMPCOM201 Communicate in the workplace	AMPCOR205 Communicate in the workplace	Unit code updated Unit sector code updated Unit application updated Elements and Performance Criteria clarified Foundation Skills added Assessment Requirements re-worded for clarity	Equivalent

Assessment Requirements for AMPCOM201 Communicate in the workplace

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has communicated in the workplace appropriately, under workplace production conditions, including:

- communicated effectively with one or more supervisors
- communicated effectively with one or more team members
- followed written, verbal and non-verbal instructions
- completed at least one routine workplace form or record, to the standard required in the workplace.

The assessor must observe the individual communicating in the workplace for a minimum of 15 minutes. The assessment may be undertaken while the individual is being assessed for another unit of competency.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- reporting structure and key personnel in the workplace
- different communication styles used by people in the workplace
- policies and procedures that apply to communication in the workplace
- appropriate communication to use when working with other workers and supervisors and with those from cultural background different to one's own
- key workplace documents that guide own work and safety in the workplace, including communication requirements and standards of behaviour.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated a meat processing or retailing workplace or an environment that accurately represents workplace conditions
- specifications:
 - workplace specifications related to communication, relevant to role
 - at least one routine workplace form to complete
- personnel:
 - access to team member and supervisor or mentor.

Assessment for this unit must include at least three forms of evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Link

Companion volumes, including implementation guides, are found on the national training register - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>.