



Australian Government

ACMGAS202 Participate in workplace communications

Release: 1

ACMGAS202 Participate in workplace communications

Modification History

Release	Comments
Release 1	This version released with ACM Animal Care and Management Training Package Version 1.0.

Application

This unit of competency describes the skills and knowledge required to participate in workplace communications in an animal care and management environment.

This unit applies to new entrants to the animal care and management industry. Animal care may occur in a wide variety of workplaces, including retail pet stores, kennels and catteries, shelters, veterinary practices, zoos, animal research facilities and others. The unit applies to individuals who work under general supervision and exercise limited autonomy with some accountability for their own work. They undertake defined activities and work in a structured context.

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

Pre-requisite Unit

Nil

Unit Sector

General Animal Studies (GAS)

Elements and Performance Criteria

Element	Performance criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Follow routine instructions	1.1 Listen to and interpret spoken instructions 1.2 Follow instructions and procedures in an appropriate sequence for the task and in accordance with the information received 1.3 Ask supervisor for clarification when required

Element	Performance criteria
2. Obtain and provide information in response to workplace requirements	2.1 Obtain specific information from the relevant source 2.2 Interpret information 2.3 Provide information clearly and precisely in written or verbal format as required 2.4 Ensure all personal interaction is courteous, and enquiries are clear and concise 2.5 Store information following organisational procedures
3. Complete relevant work-related documents	3.1 Complete work-related documents accurately 3.2 Record workplace data on manual or electronic forms and documents 3.3 Use basic mathematical processes for routine workplace calculations 3.4 Check information on forms and documents and correct errors 3.5 Report work progress to supervisor
4. Participate in workplace meetings and discussions	4.1 Attend team meetings on time 4.2 Express opinions clearly and listen to opinions of others without interruption 4.3 Ensure input to meetings and discussions is consistent with the purpose and established protocols 4.4 Interact courteously with colleagues and clients 4.5 Ask questions about workplace procedures and issues as required 4.6 Interpret and implement outcomes of meetings and discussions in line with job role

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
Navigate the world of work	Knowing current workplace procedures

Skill	Description
Get the work done	Anticipate work problems and discuss with supervisor

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGAS202 Participate in workplace communications	ACMGAS202A Participate in workplace communications	Updated to meet Standards for Training Packages Elements 1 and 2 combined Assessment requirements revised	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>

Assessment Requirements for ACMGAS202 Participate in workplace communications

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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 participated in workplace communications on two separate occasions, including:

- followed routine instructions
- participated appropriately in a workplace meeting or discussion
- accurately completed a workplace document
- accurately completed routine workplace calculations
- obtained and provided information in response to a specific request.

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:

- modes of communication appropriate in animal care workplaces
- effective communication skills across a range of modes
- effective communication principles for use in teams
- communication procedures and systems, and technology relevant to the organisation and own work responsibilities.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - an environment that accurately reflects a real workplace setting
- resources, equipment and materials:
 - equipment and resources appropriate to work undertaken in an animal care environment

- specifications:
 - access to organisational policies and procedures
- relationships (internal and/or external):
 - interactions with team members.

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

Links

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