



Australian Government

Assessment Requirements for ACMGAS308 Communicate effectively with clients and team members

Release: 1

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Modification History

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

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 effectively on a minimum of three different occasions, including each of the following:
 - interacting appropriately with clients in writing using digital media
 - interacting appropriately with a client or industry representative by telephone
 - actively participating in a team meeting.

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:

- models of effective communication across a range of modes, including written, verbal, electronic and digital
- the role of non-verbal communication
- effective communication principles for working in a team
- conflict resolution techniques
- social media platforms used for business
- ways to show empathy and support those in distress
- appropriate industry language and terminology
- communication systems, procedures and technology commonly used in workplaces
- confidentiality and privacy legislation, regulations and protocols.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:

- a workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - communication equipment and resources appropriate to work undertaken
- 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

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