



Australian Government

# **ACMGAS308 Communicate effectively with clients and team members**

Release: 1

# ACMGAS308 Communicate effectively with clients and team members

## 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 communicate effectively with clients, a supervisor, team members and industry representatives.

The unit applies to individuals who work in organisations in operational roles with some supervision.

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

## Pre-requisite Unit

Nil

## Unit Sector

General Animal Studies (GAS)

## Elements and Performance Criteria

| Elements                                                             | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>                     | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                 |
| 1. Communicate effectively with clients and industry representatives | 1.1 Use verbal and non-verbal communication to enhance understanding and demonstrate respect<br>1.2 Communicate information in a manner that is appropriate, clear and easily understood<br>1.3 Use electronic and digital communication tools effectively<br>1.4 Listen to requests, clarify meaning and respond appropriately<br>1.5 Exchange information clearly in a timely manner |

| Elements                                         | Performance Criteria                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i> | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                                 |
|                                                  | 1.6 Empathise with those experiencing distress<br>1.7 Follow privacy and confidentiality protocols                                                                                                                                                                                                                                                                                                     |
| 2. Communicate with team                         | 2.1 Listen to and clarify instructions for carrying out workplace tasks<br>2.2 Use industry terminology in verbal, written and digital communications<br>2.3 Follow communication protocols that apply to interactions with team members<br>2.4 Actively participate in team meetings and discussions                                                                                                  |
| 3. Address constraints to communication          | 3.1 Identify constraints to effective communication and resolve using appropriate communication strategies and techniques<br>3.2 Use communication skills to avoid, defuse and resolve conflict situations                                                                                                                                                                                             |
| 4. Complete workplace documentation              | 4.1 Complete paper-based and electronic documents in line with workplace standards<br>4.2 Carry out routine numerical calculations relevant to work role and requirements<br>4.3 Document agenda and minutes for meetings<br>4.4 Store or save correspondence and documentation in line with workplace protocols<br>4.5 Follow workplace communication policies and procedures for using digital media |

## 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                                                                               |
|-------------------|-------------------------------------------------------------------------------------------|
| Get the work done | <ul style="list-style-type: none"><li>Use computer-based technology effectively</li></ul> |

## Unit Mapping Information

| Code and title<br>current version                                           | Code and title<br>previous version | Comments | Equivalence status |
|-----------------------------------------------------------------------------|------------------------------------|----------|--------------------|
| ACMGAS308<br>Communicate<br>effectively with<br>clients and team<br>members | Not applicable                     | New unit | No 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 ACMGAS308 Communicate effectively with clients and team members

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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 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

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b75f4b23-54c9-4cc9-a5db-d3502d154103>