



Australian Government

ACMGEN315 Communicate effectively with clients and team members

Release: 1

ACMGEN315 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 4.0.

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 licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Unit Sector

General Animal Care (GEN)

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 1.2 Communicate information in a manner that is appropriate, clear and easily understood 1.3 Use electronic and digital communication tools effectively 1.4 Listen to requests, clarify meaning and respond appropriately 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 1.7 Follow privacy and confidentiality protocols
2. Communicate with team	2.1 Listen to and clarify instructions for carrying out workplace tasks 2.2 Use industry terminology in verbal, written and digital communications 2.3 Follow communication protocols that apply to interactions with team members 2.4 Participate actively 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 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 4.2 Carry out routine numerical calculations relevant to work role and requirements 4.3 Document agenda and minutes for meetings 4.4 Store or save correspondence and documentation in line with workplace protocols 4.5 Follow workplace communication policies and procedures for using digital media

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
ACMGEN315 Communicate	ACMGAS308 Communicate	Unit sector changed to better reflect work	Equivalent

effectively with clients and team members	effectively with clients and team members	outcomes Foundation skills updated Minor change to performance evidence for clarity	
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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 ACMGEN315 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:
 - interacted appropriately with clients in writing using digital media
 - interacted appropriately with a client or industry representative by telephone
 - participated actively 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 the skills in this unit of competency 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:
 - 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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