



Australian Government

AHCWRK205 Participate in workplace communications

Release: 1

AHCWRK205 Participate in workplace communications

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to participate in workplace communications.

The skills and knowledge described in this unit underpin a broad range of activities applicable to a variety of job roles throughout industries at various levels.

The unit applies to individuals who work at various levels and should be contextualised to accommodate the responsibility of the individual.

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

Work (WRK)

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. Follow routine spoken messages	1.1 Gather required information by listening and interpret information 1.2 Follow instructions and procedures in an appropriate sequence for the task and in accordance with the information received 1.3 Seek clarification from the workplace supervisor on all occasions when any instruction or procedure is not understood
2. Perform workplace duties following routine written	2.1 Read and interpret written notices and instructions

Element	Performance criteria
notices	2.2 Follow routine written instructions and procedures in sequence 2.3 Seek clarification from the workplace supervisor on all occasions when any instruction or procedure is not understood 2.4 Follow enterprise work health and safety policies
3. Obtain and provide information in response to workplace requirements	3.1 Obtain and interpret specific, relevant information 3.2 Write any required information completely, accurately and legibly 3.3 Identify sources of required information and establish appropriate contact 3.4 Ensure personal interaction is courteous and make enquiries clearly and concisely 3.5 Use defined procedures for the location and storage of information
4. Complete relevant work-related documents	4.1 Complete a range of forms relating to conditions of employment accurately and legibly 4.2 Record workplace data manually or electronically using standard workplace forms and documents 4.3 Use basic mathematical processes for routine calculations 4.4 Identify and rectify errors in recording information on forms and documents 4.5 Complete reporting requirements to supervisor as required by workplace procedures
5. Participate in workplace meetings and discussion	5.1 Attend team meetings on time 5.2 Express own opinions clearly and listen to those of others without interruption 5.3 Make contributions to meetings that are consistent with the meeting purpose and established protocols 5.4 Ask and respond to questions about routine workplace procedures and matters concerning conditions of employment 5.5 Interpret and implement meeting outcomes

Foundation Skills

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

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCWRK205A Participate in workplace communications.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCWRK205 Participate in workplace communications

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Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- following simple spoken messages
- performing routine workplace duties following simple written instructions
- gathering and providing information in response to workplace requirements
- completing relevant work-related documents
- estimating, calculating and recording routine workplace measures
- using basic mathematical processes of addition, subtraction, division, multiplication, percentages, decimal points and ratios
- participating in workplace meetings and discussions
- use of industry standard terminology
- awareness of work health and safety in the context of own work
- appropriate sustainability practices in the context of own work.

Knowledge Evidence

The candidate must demonstrate knowledge of:

- effective communication, including the role of body language
- different modes of communication (e.g. written and non-verbal)
- effective communication in a work team
- communication procedures and systems, and technology relevant to the organisation and the individual's work responsibilities.

Assessment Conditions

Assessors must satisfy current standards for RTOs

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