



Australian Government

AHCWRK205 Participate in workplace communications

Release: 1

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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>