



Australian Government

AHCWRK213 Participate in workplace communications

Release: 1

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Modification History

Release	Comments
Release 1	This version released with AHC Agriculture, Horticulture and Conservation and Land Management Training Package Version 9.0.

Application

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

The unit applies to individuals who participate in workplace communications while performing routine tasks under general supervision with limited autonomy or accountability.

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

Pre-requisite Unit

Nil

Unit Sector

Work (WRK)

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. Follow routine workplace instructions	1.1 Gather required information for the task 1.2 Follow workplace instructions in an appropriate sequence for the task and according to information received 1.3 Seek clarification from supervisor where instruction or procedure is not understood
2. Obtain information from external sources	2.1 Identify sources of required information and establish appropriate contact 2.2 Ensure personal interaction is respectful, and make enquiries

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	clearly and concisely 2.3 Use workplace procedures for the location and storage of information
3. Complete relevant work-related documents	3.1 Complete forms relating to conditions of employment accurately and legibly 3.2 Record workplace data manually or electronically using standard workplace forms and documents 3.3 Use basic mathematical processes for routine calculations 3.4 Identify and rectify errors in recording information on forms and documents 3.5 Complete reporting requirements according to workplace procedures
4. Participate in workplace team meetings and discussions	4.1 Attend team meetings on time 4.2 Express own opinions clearly and allow others to contribute without interruption 4.3 Participate in and contribute to team meetings 4.4 Apply meeting outcomes

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
Writing	Prepare workplace records accurately using clear language and industry relevant terminology
Oral communication	Use clear language and standard industry terminology to clarify instructions and communicate with supervisor
Numeracy	- Estimate, calculate and record routine workplace data - Use basic mathematical processes of addition, subtraction, division, multiplication, percentages, decimal points and ratios

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AHCWRK213 Participate in workplace communications	AHCWRK205 Participate in workplace communications	Minor changes to application Major and minor changes to performance criteria Foundation skills added Major and minor edits to performance and knowledge evidence and assessment conditions	Not equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -

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

Assessment Requirements for AHCWRK213 Participate in workplace communications

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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 participated in workplace communications on at least one occasion and has:

- sourced written or electronic information
- performed routine workplace duties following simple instructions
- followed routine instructions
- completed relevant work-related documents
- participated in workplace meetings.

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:

- different modes of communication, including written, verbal and non-verbal
- workplace communication procedures and systems, and technology relevant to the workplace
- written and electronic sources of information
- effective communication in a work team.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - a workplace setting or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - workplace instructions and procedures

- information relating to conditions of employment
- standard workplace documents
- relationships:
 - team members and supervisor.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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