



Australian Government

AMPCOM301 Communicate effectively at work

Release: 1

AMPCOM301 Communicate effectively at work

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

Application

This unit describes the skills and knowledge required to communicate effectively with others at work, including identifying one's own role within a workplace, using effective oral communication skills, and effectively engaging in workplace reading and writing tasks.

This unit applies to individuals who work in operational roles in the food or meat industries, with others, and who may have some responsibility for the output of others.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety, food and meat safety regulations, legislation and standards that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Communication (COM)

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. Identify and plan individual work	1.1 Identify own responsibilities according to workplace policies and procedures in the food or meat processing industry 1.2 Identify own role and task requirements within team or work area 1.3 Identify roles of others in work area and lines of supervision for

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	self and work team 1.4 Plan and prioritise own tasks according to given timeframes and work team requirements
2. Use effective oral communication skills	2.1 Communicate clearly and respectfully with team members and supervisors 2.2 Actively participate in meetings and discussions 2.3 Ask questions and clarify information as required 2.4 Communicate with others to explore and resolve workplace problems 2.5 Provide assistance to others to achieve team goals and performance standards 2.6 Contribute positively to workplace relations
3. Use effective reading and writing skills for work	3.1 Locate work instructions, food or meat processing standard operating procedures (SOPs) and other documentation that guides routine work activities 3.2 Read and follow detail included in workplace documents 3.3 Complete workplace forms and records accurately, using appropriate industry terms, using digital tools as required 3.4 Communicate with others about work issues using workplace systems

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
Oral communication	- Consider possible cultural and social differences when difficulties or misunderstandings occur - Exchange information with others, taking turns - Ask and respond to questions
Writing	Record operational information using digital and/or paper-based format

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AMPCOM301 Communicate effectively at work	Not applicable	The unit has been created to address a skill or task required by industry that is not covered by an existing unit	Newly created

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPCOM301 Communicate effectively at work

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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 at work on at least one occasion, including:

- identified own role and responsibilities within the workplace
- participated in or contributed to discussion with supervisor and at least one colleague
- accurately followed work instructions and/or food or meat processing standard operating procedures (SOPs)
- completed workplace forms or documents to a standard accepted in the workplace.

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:

- sources of information relevant to own work, including workplace health and safety, regulatory information, work instructions, food or meat processing SOPs and workplace requirements
- structure of the organisation
- characteristics of an effective worker/team member in the food or meat processing industry
- effective communication for workplace meetings or toolbox meetings
- effective communication methods to interact with people from diverse backgrounds
- workplace policies that guide acceptable behaviour in the workplace, codes of conduct
- key principles of cross-cultural communication and communication with individuals from backgrounds different to one's own.

Assessment Conditions

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

- physical conditions:
 - skills must be demonstrated in a food or meat processing premises or an environment that accurately represents workplace conditions
- specifications:
 - food or meat industry codes and standards
 - relevant workplace policies and procedures, work instructions, SOPs
- relationships:
 - interactions with supervisor and colleagues.

Assessment for this unit must include at least three forms of evidence.

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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