



**Australian Government**

# **Assessment Requirements for AMPCOR205 Communicate in the workplace**

**Release: 1**

# Assessment Requirements for AMPCOR205 Communicate in the workplace

## Modification History

| Release | TP Version | Comment         |
|---------|------------|-----------------|
| 1       | AMPv1.0    | Initial release |

## Performance Evidence

The candidate must be observed consistently complying with workplace communication requirements under normal production conditions.

The candidate must:

- copy and record workplace information accurately in routine formats and proformas
- demonstrate effective communication techniques with supervisors and colleagues
- demonstrate the exchange of relevant routine information with others to:
  - explain issues or problems
  - meet quality and food safety requirements
  - offer suggestions for improvement
  - reach conclusions
- describe forms of feedback provided to colleagues and key personnel
- participate in, and contribute to, meetings and discussions
- read and write to a level typically required in the workplace
- use appropriate communication styles when:
  - negotiating sensitive issues
  - obtaining views and information from others
  - working with cultural, social and ethnic groups

## Knowledge Evidence

The candidate must demonstrate a basic factual, technical and procedural knowledge of:

- roles of key personnel in the workplace
- sources of information relevant to own work, including workplace health and safety, regulatory, work instructions and workplace requirements
- workplace standards of behaviour

## Assessment Conditions

As a minimum, the following three forms of evidence must be used:

- quiz of underpinning knowledge
- workplace demonstration
- workplace referee or third-party report of performance over time

Assessors must satisfy current standards for RTOs.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>