



Australian Government

AMPCOR205 Communicate in the workplace

Release: 1

AMPCOR205 Communicate in the workplace

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to carry out workplace communication practices. It includes the competencies to identify the enterprise's communication channels, use communication skills to undertake and complete workplace requirements, and contribute to positive workplace relations.

This unit can be used as part of a meat establishment workplace induction program introducing an individual to the industry and workplace communication requirements.

This unit must be delivered and assessed in the context of Australian meat industry standards and regulations.

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

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. Contribute to the maintenance and improvement of workplace operations and requirements	1.1 Solve problems by communicating with others 1.2 Exchange information to perform workplace tasks and take appropriate action 1.3 Provide clear and prompt spoken and written reports (where applicable)
2. Identify key personnel in the workplace	2.1 Identify the organisational structure of the workplace, mission statements and strategic plan

Element	Performance criteria
	2.2 Identify key personnel and their roles in the organisation 2.3 Identify the role of trainees
3. Contribute to positive workplace relations	3.1 Recognise and consider communication styles of cultural, social and ethnic groups 3.2 Use appropriate communication style for context, audience and purpose 3.3 Consider regulatory and workplace ethical standards in verbal and non-verbal communications

Foundation Skills

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

Range of Conditions

Unit Mapping Information

MTMCOR205A Communicate in the workplace	E
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Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for AMPCOR205 Communicate in the workplace

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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.

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