



**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<br>1.2 Exchange information to perform workplace tasks and take appropriate action<br>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<br>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<br>3.2 Use appropriate communication style for context, audience and purpose<br>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 |
|-----------------------------------------|---|

## Links

Companion Volume implementation guides are found in VETNet -

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