



Australian Government

Department of Education, Employment and Workplace Relations

AURC270789A Communicate effectively in the workplace

Release: 1

AURC270789A Communicate effectively in the workplace

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit of competency covers the competence to communicate in the workplace by oral, written and electronic means.
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Application of the Unit

Application of the unit	
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Write routine texts	1.1. Routine texts of one or more sentences are composed in accordance with workplace requirements 1.2. Routine forms are completed in accordance with workplace requirements 1.3. Spelling, punctuation and grammar rules are followed 1.4. Texts are self-checked for accuracy and presented for progress checks by relevant persons
2. Read routine documents	2.1. Purpose of the text is understood and described 2.2. Main points or ideas presented are described 2.3. New technical words are comprehended 2.4. The meaning of key words and phrases are explained
3. Contribute to workplace communications	3.1. Information is accessed to ensure effective communication when sending or receiving information 3.2. Assistance is provided to colleagues in the workplace to foster common understanding 3.3. Requests for information from colleagues are met 3.4. Documents are kept and maintained in accordance with workplace/enterprise procedures and government legislation
4. Apply basic computer skills	4.1. Computer is turned on according to manufacturer/component supplier specifications or workplace procedures 4.2. Software is loaded or selected from menu 4.3. File is identified and selected or new file is produced 4.4. Information is entered, edited or deleted using an input device and within workplace designated speed and accuracy requirements 4.5. Document is saved regularly to avoid loss of information 4.6. Document is proof read and amended for accuracy 4.7. Document is produced in required style and format 4.8. Document is printed 4.9. File is saved and closed and program closed or exited according to manufacturer/component supplier specifications or workplace procedures

ELEMENT	PERFORMANCE CRITERIA
	4.10. Computer is turned off according to manufacturer/ component supplier specifications or workplace procedures 4.11. OHS guidelines relating to screen-based equipment and computer workstations are observed
5. Operate workplace telephone systems	5.1. Telephone system functions are used according to enterprise policy 5.2. Outgoing calls are completed in accordance with manufacturer instructions and enterprise policy and procedures 5.3. Incoming calls are answered promptly and in accordance with enterprise policy and procedures 5.4. Calls are transferred or placed on hold 5.5. Caller is kept informed of delays and action being taken 5.6. Caller details and purpose of call are obtained and documented 5.7. Messages are documented and calls promptly returned if required

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- collect, organise and understand information related to input/ transfer information into a computer and interpreting workplace information
- communicate ideas and information utilising plain English literacy and communication skills in relation to writing, reading and understanding workplace documents including basic oral communication skills in relation to conveying and receiving workplace information
- plan and organise activities to take or leave a telephone message
- work with others and in a team by distributing information to team members
- use mathematical ideas and techniques to ensure version control of files and documents is followed
- establish diagnostic processes to recognise and clarify information
- use workplace technology related to basic computer keyboard skills in relation to opening, editing, closing and printing basic text documents, and basic technical

REQUIRED SKILLS AND KNOWLEDGE

skills in the operation of computer hardware and telephone equipment

Required knowledge

General knowledge of:

- enterprise forms, documents and stationery
- enterprise policies and procedures in regard to:
 - workplace document style, format and layout
 - workplace communication procedures
 - workplace documents
 - telephone protocols and operating procedures
 - computer system operating procedures
- legislation or regulations in relation to OHS, particularly for use of screen-based equipment and ergonomic computer workstations

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

It is essential that competence is fully observed and there is ability to transfer competence to changing circumstances and to respond to unusual situations in the critical aspects of:

- writing short routine texts using correct spelling, punctuation and grammar
- reading, interpreting and applying routine texts in the workplace
- interpreting and conveying workplace information
- maintaining workplace communications, including documents
- applying keyboard skills to prepare and/or edit simple documents using a computer
- applying enterprise requirements for document style and format
- applying enterprise requirements for electronic

EVIDENCE GUIDE	
	storage and retrieval of documents • applying enterprise procedures for incoming and outgoing telephone calls.
Context of and specific resources for assessment	• This unit may be assessed in conjunction with other units that form part of the job role or function. • Elements of competence contain both knowledge and practical components. Knowledge components may be assessed off the job. Practical components should be assessed on the job or in a simulated work environment. • Evidence is best gathered using the products, processes and procedures of the workplace as the means by which the candidate achieves industry competencies. • The following should be made available: • a workplace or simulated workplace • documentation, such as enterprise or sample policies and procedures manuals related to workplace document style, format and layout, workplace communication procedures, workplace documents, telephone protocols and operating procedures, computer system operating procedures • enterprise or sample stationery, documents and forms • access to enterprise or similar computer hardware and software • access to enterprise or similar telephone system.
Method of assessment	It is preferable that assessment reflects a process rather than an event and occurs over a period of time to cover the varying circumstances. Evidence of performance may be provided by customers, team leaders/members or other appropriate persons, subject to agreed authentication arrangements.
Guidance information for assessment	

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Business types	Enterprise may vary in size, type and location, the range of work activities conducted, hours of operation and the number and type of staff
Staff	Staff may: • be full-time, part-time or casual and vary in terms of training and staffing levels • be operating in routine or busy trading and may include persons from a range of social, cultural or ethnic backgrounds and physical and mental abilities • work in teams or groups of varying size and structure
Communication	Communication may include: • face to face, telephone, written or electronic means
Legislative requirements	Legislative requirements may include: • legislation, regulations or industry codes of practice in relation to OHS, particularly for use of screen-based equipment and ergonomic computer workstations
Policies and procedures	Enterprise policies and procedures may relate to: • workplace forms and documents, computer operating procedures, telephone use and system operating procedures

Unit Sector(s)

Unit sector	Common
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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