



Australian Government

Assessment Requirements for BSBLDR401 Communicate effectively as a workplace leader

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify the context for communication and adjust approach and responses accordingly
- create and present clear messages choosing method and mode appropriate to the audience and context undertake effective two-way communication from the perspective of a team leader
- identify and record actions required as a result of communication and follow-up in a timely manner.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list effective management communication characteristics
- describe a range of electronic and non-electronic communication methods, including situations where they would or would not be used
- describe the characteristics of effective listening techniques
- explain feedback process and methods
- identify team leadership communication responsibilities
- explain barriers to communication in a workplace context
- describe verbal and non-verbal communication characteristics
- explain the impact of legislation and organisational policies on workplace communication.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>