



Australian Government

Assessment Requirements for BSBLDR412 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 7.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- prepare, engage and review communication on at least four occasions with different individuals or groups.

In the course of the above, the candidate must:

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

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislation requirement and organisational policies on workplace communication
- characteristics of effective leadership communication
- electronic and non-electronic communication methods, including situations where they would or would not be used
- effective listening techniques
- common feedback process and methods
- leadership communication responsibilities applicable to own role
- common barriers to effective communication in a workplace context
- characteristics of verbal and non-verbal communication.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources for communication and leadership.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet -

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