



Australian Government

BSBXCM301 Engage in workplace communication

Release: 2

BSBXCM301 Engage in workplace communication

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

Application

This unit describes the skills and knowledge required to communicate (through written, oral and nonverbal form) in the workplace within an industry.

This unit applies to a wide range of workers, but has a specific focus on the communication skills required for workers with limited responsibility for others.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Cross Sector Skill

Elements and Performance Criteria

Elements	Performance Criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan workplace communication	1.1 Establish audience and purpose of workplace communication 1.2 Identify information needs and communication requirements of intended recipients of workplace communication 1.3 Establish methods of communication available to convey message or information based on work context 1.4 Select appropriate method(s) of communication to convey messages or information 1.5 Plan content of message or communication

2. Undertake routine communication	2.1 Communicate message or information according to organisational requirements and in a manner that is respectful and clear in meaning 2.2 Adjust communication methods to enable effective communication with those from diverse backgrounds as required 2.3 Receive workplace information and instructions, and interpret and clarify as needed 2.4 Respond to communications according to requirements of the message 2.5 Identify and report any communication challenges to appropriate person
3. Participate in workplace communication	3.1 Clearly contribute ideas and information to workplace discussions 3.2 Support others to communicate in workplace discussions through courteous and professional behaviour 3.3 Use active listening and questioning techniques to clarify issues in a group situation 3.4 Seek feedback from others on effectiveness of communication

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Navigate the world of work	Understands nature and purpose of own role and associated responsibilities and how it contributes to organisational goals and outcomes
Get the work done	- Uses problem-solving skills to identify and analyse issues or barriers, consider options and develop responses and opportunities for improvement - Uses digital technology to find, record or communicate basic information

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBXCM301 Engage in workplace communication

Modification History

Release	Comments
Release 2	This version released with BSB Business Services Training Package Version 7.0. Version created to clarify knowledge evidence
Release 1	This version first released with BSB Business Services Training Package Version 4.0.

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 on at least one occasion, evidence of the ability to:

- identify the most appropriate method of communication for the intended audience
- prepare written material that is clear in meaning and format according to organisational requirements
- demonstrate active listening and questioning techniques in a workplace discussion
- communicate information and ideas verbally in a workplace discussion, considering the needs of those from diverse backgrounds
- identify and report any communication challenges to superiors
- seek feedback from others on effectiveness of communication
-

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- legislative requirements relevant to workplace communication
- organisational requirements relevant to workplace communication (including digital form):
 - ethical behaviour guidelines from state or federal governments
 - workplace policies
 - codes of conduct
 - organisational reputation and culture
- techniques to resolve communication challenges

- methods and techniques to participate in workplace discussions, including active listening, questioning and providing feedback
- key principles of cross-cultural communication and communication with individuals with special needs or disabilities
- communication methods suited to audience and workplace requirement:
 - verbal means: telephones, mobile devices, video conference
 - written means: email, SMS, social media
 - Internet of Things (IoT)
- communication challenges relevant to performance evidence:
 - conflicts with clients or team members
 - potential risks or safety hazards
 - unethical or inappropriate communication
- key relevant features of:
 - different communication styles
 - different communication methods
 - relevant cross cultural communication techniques.

Assessment Conditions

Mandatory conditions for assessment include:

- A safe working or simulated environment

Assessors of this unit must satisfy the assessor requirements 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>

Companion Volume Implementation Guide is found on VETNet -

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