



Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN103A Apply basic communication skills

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the development of communication skills in the workplace. It covers the activities of gathering, conveying and receiving information, together with completing assigned written information under direct supervision.

This unit is related to BSBCMN203A Communicate in the workplace.

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Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element	Performance Criteria
1 Identify workplace communication procedures	1.1 Workplace communication requirements are identified with assistance from appropriate people 1.2 Appropriate lines of communication with supervisors and colleagues are identified 1.3 Advice is sought on the communication method/equipment which is most appropriate for the task in hand 1.4 Effective questioning and active listening and speaking skills are used to gather and convey information 1.5 Instructions or inquiries are answered or followed promptly and appropriately 1.6 Appropriate non-verbal behaviour is used at all times 1.7 Constructive feedback is encouraged, acknowledged and acted upon
2 Draft written information	2.1 Relevant procedures and formats are identified 2.2 Assigned written information is drafted and presented for approval clearly and concisely within designated timelines 2.3 Written information meets required standards of style, format and detail 2.4 Assistance and/or feedback is sought to aid communication skills development

Required Skills and Knowledge

Not applicable.

Evidence Guide

Critical Aspects of Evidence

Seeks advice on most appropriate workplace communication methods and lines of communication are established,

Oral and written communication is clear, concise and correct and completed within designated timelines,

Instructions are followed promptly and appropriately and

Advice and feedback are actively sought, acknowledged and acted upon

Underpinning Knowledge*

* At this level the learner must demonstrate knowledge by recall in a narrow range of areas.

Relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity

Organisational policies, plans and procedures

Knowledge of a limited range of communication methods

Principles of effective listening, questioning and non-verbal communication

Writing techniques for basic workplace documents

Underpinning Skills

Literacy skills to identify work requirements, to draft written information and process basic, relevant workplace documentation

Communication skills to identify lines of communication, request advice, effectively question, follow instructions, and receive feedback and to convey messages clearly and concisely

Problem solving skills to solve routine problems related to the workplace under direct supervision

Technology skills to use business equipment under direction

Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource Implications

The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of Performance

In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations

Context/s of Assessment

Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement

Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package

Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment

Assessment should reinforce the integration of the key competencies and the Business Services Common Competencies for the particular AQF Level. Refer to the Key Competency Levels at the end of this unit

Key Competency Levels

Communicating ideas and information (Level 1) - to communicate workplace information

Planning and organising activities (Level 1) - for own work area, under direction

Working with teams and others (Level 1) - to communicate information and receive feedback on performance

Using mathematical ideas and techniques (Level 1) - as an aid to solve problems

Solving problems (Level 1) - to gather and convey information under direct supervision

Using technology (Level 1) - to aid communication and the preparation of written information

Please refer to the Assessment Guidelines for advice on how to use the Key Competencies

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Range Statement

Legislation, codes and national standards relevant to the workplace which may include:

award and enterprise agreements and relevant industrial instruments
relevant legislation from all levels of government which affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations, anti-discrimination and diversity
relevant industry codes of practice

Organisational procedures may relate to:

workplace procedures related to specific tasks
following instructions
answering telephone calls
requests from colleagues
use of voice mail
use of internet and email
informal discussions

Appropriate people may include:

supervisors, mentors or trainers
colleagues
other staff members

Lines of communication may include:

formal and informal means
oral or written

Communication method/equipment may include but are not limited to:

computer network systems
personal computer equipment including hardware, keyboards, software and communication packages
telephones
facsimile machines

Organisational requirements may be included in:

quality assurance and/or procedures manual
goals, objectives, plans, systems and processes
business and performance plans
legal and organisation policy/guidelines and requirements
access and equity principles and practice
ethical standards
Occupational Health and Safety policies, procedures and programs
quality and continuous improvement processes and standards

Written information may include but is not limited to:

handwritten and printed materials
electronic mail
facsimiles
general correspondence or standard/form letters and memos
telephone messages or general messages

Standards may include:

standards set by work group
organisational policies

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Unit Sector(s)

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