



Australian Government

Department of Education, Employment and Workplace Relations

BSBCMN203A Communicate in the workplace

Release: 1

BSBCM203A Communicate in the workplace

Modification History

Not applicable.

Unit Descriptor

This unit covers the skills and knowledge required to communicate in the workplace. It covers the activities of gathering, conveying and receiving information together with completing routine written correspondence.

This unit is related to BSBCM103A Apply basic communication skills and BSBFLM303A Contribute to effective workplace relationships

This unit covers the skills and knowledge required to communicate in the workplace. It covers the activities of gathering, conveying and receiving information together with completing routine written correspondence.

This unit is related to BSBCM103A Apply basic communication skills and BSBFLM303A Contribute to effective workplace relationships

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

Elements and Performance Criteria

Element	Performance Criteria
1 Gather, convey and receive information and ideas	1.1 Information to achieve work responsibilities is collected from appropriate sources 1.2 The method(s)/ equipment used to communicate ideas and information is appropriate to the audience 1.3 Effective listening and speaking skills are used in oral communication 1.4 Input from internal and external sources is sought, and used to develop and refine new ideas and approaches 1.5 Instructions or enquiries are responded to promptly and in accordance with organisational requirements
2 Draft routine correspondence	2.1 Written information and ideas are presented in clear and concise language and the intended meaning of correspondence is understood by recipient 2.2 Correspondence is drafted and presented within designated timelines 2.3 Presentation of written information meets organisational standards of style, format and accuracy

Required Skills and Knowledge

Not applicable.

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Communication methods used are appropriate to the audience

Messages and written communication are clear, concise and correct

Requests for information are responded to promptly

Information is given to clients in a clear and concise format

Correspondence produced is relevant to request

Underpinning Knowledge*

* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.

The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Knowledge of the organisation's policies, plans and procedures, especially style guide

Knowledge of and attention to standard turnaround times

Knowledge of spelling, grammar and punctuation

Principles of effective communication in relation to listening, questioning and non-verbal communication

Underpinning Skills

Literacy skills to identify work requirements and understand and process basic, relevant workplace documentation

Communication skills to request advice, receive feedback and work with a team

Planning skills to organise work priorities and arrangements

Problem solving skills to solve routine problems

Technology skills including the ability to select and use technology appropriate to a task

Reading skills sufficient to understand basic workplace documentation

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

Collecting, analysing and organising information (Level 1) - in gathering information; in drafting correspondence

Communicating ideas and information (Level 1) - with members of the work team

Planning and organising activities (Level 1) - for self

Working with teams and others (Level 1) - to communicate information

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

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

Using technology (Level 1) - to prepare written correspondence

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

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence

Communication methods used are appropriate to the audience

Messages and written communication are clear, concise and correct

Requests for information are responded to promptly

Information is given to clients in a clear and concise format

Correspondence produced is relevant to request

Underpinning Knowledge*

* At this level the learner must demonstrate basic operational knowledge in a moderate range of areas.

The relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination

Knowledge of the organisation's policies, plans and procedures, especially style guide

Knowledge of and attention to standard turnaround times

Knowledge of spelling, grammar and punctuation

Principles of effective communication in relation to listening, questioning and non-verbal communication

Underpinning Skills

Literacy skills to identify work requirements and understand and process basic, relevant workplace documentation

Communication skills to request advice, receive feedback and work with a team

Planning skills to organise work priorities and arrangements

Problem solving skills to solve routine problems

Technology skills including the ability to select and use technology appropriate to a task

Reading skills sufficient to understand basic workplace documentation

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

Collecting, analysing and organising information (Level 1) - in gathering information; in drafting correspondence

Communicating ideas and information (Level 1) - with members of the work team

Planning and organising activities (Level 1) - for self

Working with teams and others (Level 1) - to communicate information

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

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

Using technology (Level 1) - to prepare written correspondence

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

Range Statement

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

They may use legislation, codes and national standards relevant to the workplace including:

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

Communication equipment may include but is not limited to:

- network systems
- telephones
- keyboard equipment including mouse, touchpad, keyboard
- pens, pencils
- information technology components including hardware, software and communication packages
- facsimile machines

Oral communication may include but is not limited to:

- answering telephone calls
- requests from colleagues
- use of voice mail
- informal discussions
- answering enquiries from clients

Written information may include but is not limited to:

- handwritten and printed materials
- electronic mail
- internal memos
- briefing notes
- facsimiles
- general correspondence
- telephone messages

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
- defined resource parameters

Correspondence may include but is not limited to:

- memorandums
- messages

proformas

emails

standard/form letters

Standards may include:

standards set by work group

organisational policies and procedures

specified work standards

legislation

Australian Standards

The Range Statement provides advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:

They may use legislation, codes and national standards relevant to the workplace including:

award and enterprise agreements and relevant industrial instruments

relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity,

industrial relations and anti-discrimination

relevant industry codes of practice

Communication equipment may include but is not limited to:

network systems

telephones

keyboard equipment including mouse, touchpad, keyboard

pens, pencils

information technology components including hardware, software and communication packages

facsimile machines

Oral communication may include but is not limited to:

answering telephone calls

requests from colleagues

use of voice mail

informal discussions

answering enquiries from clients

Written information may include but is not limited to:

handwritten and printed materials

electronic mail

internal memos

briefing notes

facsimiles

general correspondence

telephone messages

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

defined resource parameters

Correspondence may include but is not limited to:

memorandums

messages

proformas

emails

standard/form letters

Standards may include:

standards set by work group

organisational policies and procedures

specified work standards

legislation

Australian Standards

Unit Sector(s)

Not applicable.