



Australian Government

CHCCOM002 Use communication to build relationships

Release: 2

CHCCOM002 Use communication to build relationships

Modification History

Release	Comments
Release 2	This version was released in <i>CHC Community Services Training Package release 3.0</i> . Amended modification history and mapping. Equivalent outcome.
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant changes to knowledge evidence.

Application

This unit describes the skills and knowledge to apply specific communication techniques to establish, build and maintain relationships with clients, colleagues and other stakeholders based on respect and trust.

This unit applies to work across a range of workplace contexts where workers at all levels may communicate with individuals and/or groups both in person and in writing.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

1. Communicate with clients and co-workers

- 1.1 Identify and use appropriate communication techniques to communicate with clients and colleagues
- 1.2 Communicate in a manner that demonstrates respect, accepts individual differences and upholds rights
- 1.3 Represent the organisation appropriately and in

ELEMENT**PERFORMANCE CRITERIA**

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element

accordance with communication policies and protocols

1.4 Provide information to clients and service providers in accordance with communication policies and protocols

2. Address communication needs

2.1 Recognise and support communication needs of clients, colleagues and external networks

2.2 Facilitate access to interpreter and translation services as required

2.3 Identify and address problems and communication barriers

2.4 Defuse conflict or potentially difficult situations with clients and colleagues and refer in accordance with organisational requirements

2.5 Seek and respond to feedback on the effectiveness of communication with clients, colleagues and external networks

3. Facilitate meetings

3.1 Develop an agenda and list of invited participants in consultation with appropriate people

3.2 Communicate details of the meeting to the participants and other stakeholders in accordance with organisation communication protocols

3.3 Contribute to and follow objectives and agendas for meeting

3.4 Provide opportunities to fully explore all relevant issues and provide relevant information

3.5 Use strategies that encourage all members to participate equally, including seeking and acknowledging contributions from all members

3.6 Implement strategies to ensure the specific communication needs of individuals within the meeting are identified and addressed

3.7 Facilitate the resolution of conflict between participants

3.8 Minute or record meeting in accordance with

ELEMENT

Elements define the essential outcomes

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element

organisation requirements

3.9 Evaluate meeting processes and identify lessons learned or opportunities for improvement

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCCOM002 Use communication to build relationships

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be demonstrated evidence that the candidate has:

- obtained feedback from 3 clients or colleagues on effectiveness of communication and responded appropriately
- prepared 3 types of written correspondence in accordance with organisation communication protocols
- facilitated resolution of 1 difficult situation with a client, colleague or service provider
- facilitated 1 meeting around a workplace issue

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

- organisation communication policies and protocols
- different communication styles and techniques, and how they impact on interpersonal communication, including:
 - strategies for effective interpersonal communication

- person centred and rights based approaches
- cross-cultural communication protocols
- non-verbal communication cues
- group processes and dynamics
- motivational interviewing versus coercive approach
- collaboration versus confrontation
- communication strategies to:
 - build and maintain relationships and trust
 - facilitate workplace meetings
 - negotiate for optimal outcomes
 - deliver business presentations
 - address barriers
 - solve problems and resolve conflict
- types of interpretation and translation services specific to the client group, and how to access them
- factors that commonly contribute to the development of communication barriers including high emotions, mistrust or misunderstandings
- professional relationship boundaries
- digital media and use in community services and health sector, including:
 - web
 - email
 - social media
 - podcast and videos
 - tablets and applications
 - newsletters and broadcasts
 - intranet
- written correspondence protocols and style guides, including letters, emails, minutes, case notes, reports

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including use of real workplace policies and procedures
- modelling typical workplace conditions, including:
 - interactions with clients and co-workers from a range of diverse backgrounds
 - facilitation of groups of at least 3 people
 - typical workplace reporting processes
 - interpreter and translation services where required
 - use of digital media

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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