



Australian Government

CPCCCM1014 Conduct workplace communication

Release: 1

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Modification History

Release 1.

Supersedes and equivalent to CPCCCM1014A Conduct workplace communication.

The unit of competency was updated to the Standards for Training Packages 2012.

This version first released with CPC Construction, Plumbing and Services Training Package Version 4.0.

Application

This unit specifies the skills and knowledge required to communicate effectively with other workers in a construction workplace.

It includes gathering, conveying and receiving information through verbal and written forms of communication.

The unit requires a person undertaking this work to demonstrate communication skills as an integral part of routine work.

It applies to workers in the construction industry. It involves working under supervision in a team environment.

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

Pre-requisite Unit

Nil

Unit Sector

Construction

Elements and Performance Criteria

Elements describe the essential outcomes.	Performance criteria describe what needs to be done to demonstrate achievement of the element.
1. Gather, convey and receive information.	1.1 Gather, receive and respond to verbal and written instructions with appropriate actions. 1.2 Convey instructions accurately. 1.3 Receive, interpret and confirm conveyed information. 1.4 Use questions to gain additional information and to clarify

	understanding, using appropriate communication transfer techniques. 1.5 Respond to work signage and other work health and safety (WHS) requirements with appropriate actions.
2. Use routine face-to-face communication.	2.1 Receive and respond to routine instructions and messages. 2.2 Follow workplace procedures for workplace requirements in communication with others. 2.3 Access and interpret information from a range of sources using a variety of communication modes. 2.4 Select and sequence information appropriately. 2.5 Complete verbal and written reporting.
3. Use visual communication.	3.1 Use visual communication that follows accepted industry practice or social conventions. 3.2 Obtain, confirm and acknowledge attention of communicating parties. 3.3 Clarify and confirm the intention of the visual communication at each step. 3.4 Question or visually cancel visual communication that is unclear or ambiguous. 3.5 Follow up instances of unclear visual communication to avoid repeated problems.
4. Participate in simple meeting processes.	4.1 Identify and follow meeting processes. 4.2 Seek responses and provide them to others in the meeting group. 4.3 Provide constructive contributions. 4.4 Identify and record meeting goals and outcomes.

Foundation Skills

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

Unit Mapping Information

Supersedes and is equivalent to CPCCCM1014A Conduct workplace communication.

Links

Companion volumes to this training package are available at the VETNet website -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=7e15fa6a-68b8-4097-b099-030a5569b1ad>

Assessment Requirements for CPCCCM1014 Conduct workplace communication

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Performance Evidence

To demonstrate competency in this unit, a person must demonstrate conducting workplace communication three times in the English language, including during a simple meeting on at least one occasion.

In doing this, the person must meet the performance criteria for this unit.

Knowledge Evidence

To be competent in this unit, a person must demonstrate knowledge of:

- construction industry requirements for undertaking all aspects of conducting workplace communication including interpreting work orders and reporting problems
- construction industry processes to:
 - gather, convey and receive information in the workplace
 - carry out routine face-to-face communication in the workplace
 - apply visual communication in the workplace
 - participate in simple meetings.

Assessment Conditions

Assessors must satisfy the requirements for assessors contained in the Standards for Registered Training Organisations.

Assessment of performance must be undertaken in the workplace or in a simulated workplace environment. Tasks are to be performed to the level of proficiency and within the time limits expected in a workplace.

This unit must be assessed in the English language.

Assessors are responsible for ensuring that the person demonstrating competency has access to:

- a work role in a construction industry team

- appropriate documents, materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- requirements of appropriate sections of legislation and regulations
- relevant workplace policies and procedures.

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