



Australian Government

CSCORG002 Communicate effectively

Release: 2

CSCORG002 Communicate effectively

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.

This unit supersedes and is equivalent to CSCORG202A Communicate effectively.

- PC 3.5, 4.2 and 5.4 wording revised

Application

This unit describes the skills required to exchange information for specific purposes, adapt communication to people and situations, work effectively with groups, communicate in writing and maintain security of information.

This unit applies to those working in all general and specialist areas of correctional services. With customisation this unit may apply to those working in other work environments.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to communication and use of information and communication technology (ICT).

Those undertaking this unit work as part of a coordinated team with moderate support in tasks with a limited number of familiar steps.

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

Pre-requisite Unit

Not applicable

Competency Field

Organisational administration and management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.

1 Exchange information for specific purposes

1.1 Use communication techniques that achieve effective and purposeful exchange of information.

1.2 Use effective listening and speaking skills to confirm understanding.

1.3 Communicate information accurately in the time required and to all relevant people.

1.4 Provide constructive feedback where required.

1.5 Identify and correct contradictions, ambiguity, uncertainty or misunderstandings using a range of sources and references.

1.6 Include appropriate non-verbal techniques in communication and interaction.

2 Adapt communication to people and situations

2.1 Identify the audience and adapt communication approaches to suit people and situations.

2.2 Consider possible language or literacy difficulties during communication with others.

2.3 Consider possible cultural differences or personal values when problems or misunderstandings occur during communication.

2.4 Seek support when difficulties communicating effectively arise.

2.5 Include cultural awareness, sensitivity and discretion in communication and interaction.

3 Communicate effectively in the work group

3.1 Participate in meetings, briefings and group working sessions to maintain understanding and group support.

3.2 Identify any potential communication barriers between members of the work group.

3.3 Encourage positive involvement and contributions from

- all involved.
- 3.4 Give clear, accurate and informative messages to group members to ensure that information can be easily understood and acted on.
 - 3.5 Identify issues and problems and resolve them within the group.
 - 3.6 Respond appropriately to instructions and feedback.
- 4 Communicate in writing**
- 4.1 Produce formal written material that meets the needs of the audience.
 - 4.2 Write and/or enter information using communication systems.
- 5 Maintain the security of information**
- 5.1 Take appropriate precautions when communicating confidential or sensitive information.
 - 5.2 Disclose information only to those who have a right and need to know it, and when proof of identity has been obtained.
 - 5.3 Maintain the security of records when handling and storing them.
 - 5.4 Follow security breach procedure if the security of information is not being maintained or information is being misused.

Foundation Skills

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

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

Supersedes and is equivalent to CSCORG202A Communicate effectively.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

Assessment Requirements for CSCORG002 Communicate effectively

Modification History

Release 2. Modifications have been made to:

- Assessment Conditions

Release 1. These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

- Assessment Requirements revised
- Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least two occasions.

- applying the following communication techniques to workplace situations:
 - active listening
 - using pauses
 - using clear, concise and courteous language
 - questioning to confirm understanding and elicit information
 - selecting timing of interactions
 - selecting environments conducive to effective communication
- using communication strategies to resolve issues and problems
- completing accurate written workplace documentation
- presenting written material in the required format

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisation's code of conduct, policies and procedures related to communication and interaction in the workplace
- organisation's policies and procedures related to security of information
- discriminative language
- process for referring information security breaches
- technical and professional language used in the work environment
- barriers to effective communication

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and PPE currently used in industry.

Links

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