



Australian Government

Assessment Requirements for CSCORG043

Communicate effectively

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two occasions and include:

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

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- organisation's policies, procedures and code of conduct related to communication and interaction in the workplace
- organisation's policies and procedures related to security of information
- discriminative language
- understanding of records management
- 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

Companion Volume Implementation Guides are found in VETNet -

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