



Australian Government

CSCORG043 Communicate effectively

Release: 1

CSCORG043 Communicate effectively

Modification History

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

Application

This unit describes the skills and knowledge required to exchange information verbally and in writing for specific purposes. It includes adapting communication styles to people and situations, working effectively with groups and maintaining security of information.

An individual undertaking this role may work as part of a coordinated team with moderate support in tasks with a limited number of familiar steps.

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).

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

Elements describe the essential outcomes.

1 Use verbal and non-verbal communication to exchange

PERFORMANCE CRITERIA

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

1.1 Use effective listening and speaking skills to confirm understanding

information for specific purposes

- 1.2** Include appropriate non-verbal techniques in communication and interaction
 - 1.3** Confirm the accuracy of the information to be provided using a range of sources and references to avoid misunderstandings
 - 1.4** Provide constructive feedback where required
 - 1.5** Communicate information accurately to appropriate personnel within relevant timeframes
- 2 Adapt communication to people and situations**
 - 2.1** Identify audience communication needs and consider effective approaches to suit
 - 2.2** Consider possible language or literacy barriers during communication with others
 - 2.3** Include cultural awareness, sensitivity and discretion and non-discriminatory language in communication and interaction
 - 2.4** Seek support when difficulties communicating arise
- 3 Communicate effectively in the work group**
 - 3.1** Participate collaboratively in meetings, briefings and group working sessions
 - 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** Provide clear and accurate information to group members to ensure that information is easily understood and acted on
 - 3.5** Identify issues and problems within the group and contribute to their resolution
 - 3.6** Respond appropriately to instructions and feedback
- 4 Communicate in writing**
 - 4.1** Produce written material that meets the needs of the audience within relevant timeframes
 - 4.2** Record information using communication systems in accordance with organisational policy and

procedures

5 Maintain the security of information

- 5.1** Take appropriate precautions when communicating confidential or sensitive information
- 5.2** Follow organisational policy and procedures when sharing or disclosing information
- 5.3** Maintain the security of records when handling and storing them
- 5.4** Follow organisational procedures to minimise risk of information security breach

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 Correctional Services Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCORG002 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 CSCORG043 Communicate effectively

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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

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