



Australian Government

Assessment Requirements for DEFDPA007

Develop and implement effective communication strategies

Release: 2

Assessment Requirements for DEFDP A007 Develop and implement effective communication strategies

Modification History

Release 2. Punctuation errors corrected. Assessment conditions clarified.

Release 1. This is the first release of this unit of competency in the DEF Defence Training Package.

Performance Evidence

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

- applying communication ethics relevant to the audience and organisation
- applying organisational policies and procedures
- communicating information effectively verbally and in writing
- delivering effective presentations
- developing and implementing effective communication strategies
- implementing effective group management processes
- managing conflict resolution and negotiation
- organising and conducting interviews and other panels
- writing effective workplace documents.

Knowledge Evidence

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

- different communication styles and techniques, including:
 - cultural communication protocols
 - specific communication needs
- group processes
- interviewing techniques
- oral communication
- relevant organisational policies and procedures
- research techniques
- written communication/documentation required, including:
 - complex reports, briefing notes
 - correspondence, formal correspondence

- instructions, procedures and policies
- meeting minutes
- proposals, project plans and spreadsheets
- speeches, journal articles and marketing materials.

Assessment Conditions

Assessors must satisfy relevant vocational education and training legislation, frameworks and/or standards.

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

Assessment processes and techniques must be appropriate to the language, literacy, numeracy and digital skills 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
- relevant and appropriate materials, tools and equipment currently used in industry
- relevant standards, policy and instructions related to public affairs
- applicable documentation, including operational procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6bdbab1e-11ed-4bc9-9cba-9e1a55d4e4a9>