



Australian Government

FBPOPR1003 Communicate workplace information

Release: 1

FBPOPR1003 Communicate workplace information

Modification History

Release	Comments
Release 1	This version released with FBP Food, Beverage and Pharmaceutical Training Package Version 1.0

Application

This unit of competency describes the skills and knowledge required to gather, convey and receive workplace information and to interact with others at work.

This unit applies to individuals working in a food production environment. It typically targets the production worker responsible for applying basic communication skills to support work practices while working alongside a supervisor in most situations and exercising limited autonomy.

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

Pre-requisite Unit

Nil

Unit Sector

Operational (OPR)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Exchange verbal information	1.1 Identify information requirements according to workplace procedures 1.2 Ask questions to seek or clarify information 1.3 Apply effective listening skills to receive information 1.4 Use interactive skills to communicate effectively with others 1.5 Provide information in a timely and appropriate form

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
2. Locate and use workplace information	2.1 Locate sources of workplace information according to workplace procedures 2.2 Use information to carry out work responsibilities 2.3 Respond to instructions
3. Complete workplace documentation	3.1 Identify forms required for work operations 3.2 Complete and submit forms as required according to workplace procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Navigate the world of work	- With guidance, identify main tasks, rights and responsibilities of own role - Meet a limited range of explicit workplace conventions and protocols
Interact with others	- Follow basic communication protocols and conventions - Recognise and respect the different expectations of others
Get the work done	Follow instructions to complete a limited set of well-defined tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FBPOPR1003 Communicate workplace information	FDFOP1010A Communicate workplace information	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=78b15323-cd38-483e-aad7-1159b570a5c4>

Assessment Requirements for FBPOPR1003 Communicate workplace information

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Performance Evidence

An individual demonstrating competency in this unit must satisfy all of the elements and performance criteria of this unit.

There must be evidence that the individual has communicated workplace information covering each of the following points at least once:

- seeking information from people in the workplace to support work roles and responsibilities
- providing information to other people
- locating and using information to respond to a workplace instructions
- correctly completing a workplace form or other required document.

In completing the above points, the individual must demonstrate:

- the use of questions to obtain or clarify information requirements
- interactive communication processes
- communicating effectively.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- communication channels and forums, including consultative arrangements established in the workplace
- common colloquial and technical terms relating to work function
- sources of information and advice relating to own job
- methods used to access information in a food production workplace
- interactive techniques, including active listening, questioning, seeking and responding to feedback, and interacting effectively with others
- recognition of different methods and styles of communication.

Assessment Conditions

Assessment of skills must take place under the following conditions:

- physical conditions:
 - a workplace or an environment that accurately represents workplace conditions
- resources, equipment and materials:
 - workplace information
 - workplace forms
- relationships (internal and/or external):
 - person/s with whom to communicate.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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