



Australian Government

FWPCOR2202 Communicate and interact effectively in the workplace

Release: 1

FWPCOR2202 Communicate and interact effectively in the workplace

Modification History

Release	Comment
1	Replaces equivalent unit FPICOR2202B Communicate and interact effectively in the workplace, which was first released with FPI11 Forest and Forest Products Training Package Version 1. This is the first release of this unit in the new standards format.

Application

This unit of competency describes the outcomes required to communicate and interact effectively with other workers, including, gathering, conveying and receiving information through verbal and written interactions and participating in workplace communications.

The unit applies to those whose job roles include communicating and interacting in the workplace, including a forest environment, saw mill, wood chip mill, veneer mill, board/plywood mill, timber treatment plant, downstream processing of timber, forest products factory, forest products sales and service, horticultural, domestic, local council, emergency services environment.

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

Pre-requisite Unit

Nil

Unit Sector

Forest Growing and Management

Harvesting and Haulage

Sawmilling and Processing

Timber Manufactured Products

Timber Merchandising

Wood Panel Products

Timber Truss and Frame Design and Manufacture

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. Where bold italicised text is used, further information is detailed in the range of conditions.</i>
1. Plan and prepare for workplace communication	1.1 Identify and follow site, legal and organisational requirements relevant to communicating in the workplace. 1.2 Identify modes of communication relevant to job task. 1.3 Access communication equipment and systems relevant to the work site. 1.4 Identify codes of practice and relevant guidelines for effective workplace communication.
2. Carry out oral communication	2.1 Listen to and follow verbal instructions. 2.2 Speak clearly and clarify information using questions. 2.3 Engage in and maintain verbal communication with others to assist flow of work activities. 2.4 Take, confirm and pass on messages. 2.5 Use communication equipment effectively. 2.6 Participate in simple meeting processes, following agreed procedures.
3. Carry out visual and aural communication	3.1 Read and respond to workplace signs. 3.2 Use hand signals effectively, in line with organisational requirements. 3.3 Listen and respond to aural signals.
4. Complete written documentation	4.1 Complete workplace documents clearly and accurately. 4.2 Use approved forms, formats and technology, to record and report information.
5. Maintain work relationships	5.1 Communicate cooperatively and effectively with others. 5.2 Share relevant workplace information with co-workers. 5.3 Provide assistance to and seek assistance from co-workers to achieve work goal. 5.4 Respect individual, social and cultural differences. 5.5 Clarify contradictions and uncertainties to ensure effective communications and productive relationships.

Foundation Skills

This section describes those core and employment skills that are essential to performance and are not explicit in the performance criteria.

Learning skills to:	review and accurately identify and interpret work requirements
Problem solving skills to:	solve routine communication problems.

Range of Conditions

Not Applicable

Unit Mapping Information

FPICOR2202B Communicate and interact effectively in the workplace

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>

Assessment Requirements for FWPCOR2202 Communicate and interact effectively in the workplace

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Release	Comment
1	Replaces equivalent unit FPICOR2202B Communicate and interact effectively in the workplace, which was first released with FPI11 Forest and Forest Products Training Package Version 1. This is the first release of this unit in the new standards format. Assessment requirements now specify the performance and knowledge evidence, as well as assessment conditions for this unit of competency. These sections simplify and replace components used in the previous unit format, including 'Required Skills and Knowledge, Evidence Guide and Range Statement'.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit. If a specific volume or frequency is not stated below, then evidence must be provided that the following requirements have been performed on at least one occasion:

- follow site, legal and organisational requirements and protocols relevant to communicating effectively in the workplace
- participate effectively in verbal communications
- use workplace communication equipment
- respond to workplace signs and aural signals
- use hand signals effectively
- complete written documentation to the standard required in the workplace
- maintain effective workplace relationships.
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Knowledge Evidence

A person competent in this unit must be able to demonstrate knowledge of:

- legal and organisational requirements and codes of practice relevant to communication in the workplace
- basic principles of effective written and verbal communication
- basic principles of effective working relationships
- knowledge of hand signals appropriate to job tasks and work site
- organisational standards for the presentation of written communication

- awareness of social and cultural differences that occur in the workplace.

Assessment Conditions

The following resources must be made available:

- legal and organisational requirements and codes of practice relevant to communication in the workplace
- workplace communication equipment
- personal protective equipment for communicating and interacting in the workplace
- a workplace in which to communicate effectively and maintain relationships
- relevant personnel for the purposes of communicating information.

Competency is to be assessed in the workplace or a simulated environment that accurately reflects performance in a real workplace setting.

Assessor requirements

Assessors must:

- hold the appropriate assessor competency standards as outlined in regulations; and
- be able to demonstrate vocational competencies at least to the level being assessed; and
- be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.

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