



Australian Government

FWPCOR2208 Communicate and interact effectively in the forest and wood products industry

Release: 1

FWPCOR2208 Communicate and interact effectively in the forest and wood products industry

Modification History

Release	Comments
Release 1	This version released with Forest and Wood Products Training Package Version 7.0.

Application

This unit of competency describes the skills and knowledge required to communicate and interact effectively with other workers in the forest and wood products industry.

The unit applies to individuals working in a broad range of roles and operations in the forest and wood products industry, including those engaged in forestry operations, timber processing, timber manufacturing, and timber supply.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation, standards and industry codes of practice that apply to the workplace.

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

Pre-requisite Unit

Nil

Unit Sector

Core (COR)

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. Prepare for workplace communication	1.1 Confirm workplace communication procedures used in forest or wood products operations 1.2 Identify mode of communication most relevant to task, intended

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
	audience and workplace context
2. Use routine face-to-face communication	2.1 Speak clearly and concisely, and use language that is appropriate to the listener 2.2 Use active listening and questioning techniques to clarify instructions 2.3 Engage in and maintain verbal communication with others to assist flow of work activities 2.4 Take, confirm and pass on messages
3. Use visual and aural communication applied in forest or wood products operations	3.1 Read and respond to workplace signs and symbols 3.2 Use and respond to hand signals 3.3 Listen and respond to aural signals
4. Communicate using electronic communication equipment	4.1 Select the most appropriate method of communication 4.2 Identify communication equipment features and control functions 4.3 Operate communication equipment safely in accordance with manufacturer instructions, workplace procedures and regulatory requirements 4.4 Acknowledge and respond to communication 4.5 Pass on communication to relevant personnel in a clear and concise manner 4.6 Identify and report faults in communication equipment
5. Complete workplace forms/documents used in forest or wood products operations	5.1 Select appropriate form/document 5.2 Gather information required to complete form/document 5.3 Complete form/document using appropriate format and technology to record and report information 5.4 Pass on completed form/document to appropriate person
6. Take part in group discussions and informal meetings in forest or wood products operations	6.1 Participate in small informal group activities and meetings to facilitate workplace outcomes 6.2 Provide and seek responses from other group members in a constructive manner 6.3 Acknowledge and accurately represent the views and opinions of individuals or group to others, as required

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
7. Maintain work relationships	7.1 Communicate cooperatively and effectively with others in forest or wood products operations 7.2 Share relevant workplace information with co-workers 7.3 Provide assistance to and seek assistance from co-workers to achieve work goals 7.4 Acknowledge individual, social and cultural differences 7.5 Clarify contradictions and uncertainties to ensure effective communications and productive relationships

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
Reading	Identify and extract basic information from print and online operational manuals
Writing	Use technical and enterprise specific vocabulary to accurately and legibly complete workplace forms and documents
Numeracy	Use numeric information and perform basic arithmetic calculations to complete workplace forms and documents

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FWPCOR2208 Communicate and interact effectively in the forest and wood products industry	FWPCOR2202 Communicate and interact effectively in the workplace	Updated unit title Updated and added new Elements and Performance Criteria Updated and added new Knowledge Evidence and	Not equivalent

		Performance Evidence Reworded Foundation Skills and Assessment Conditions	
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Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>

Assessment Requirements for FWPCOR2208 Communicate and interact effectively in the forest and wood products industry

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Performance Evidence

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

There must be evidence that the individual has:

- conducted one face-to-face communication with a co-worker on a forest or wood products work related matter
- applied hand or aural communication on one occasion to communicate in the workplace
- used electronic communications equipment on one occasion to communicate with a co-worker on a forest or wood products work related matter
- completed two workplace forms or documents to communicate on a forest or wood products work related matter
- taken part in one group discussion or meeting on a forest or wood products work related matter
- contributed to the maintenance of effective workplace relations on one occasion.

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:

- workplace communication procedures used in forest or wood products operations
- basic principles of effective face-to-face communication
- basic active listening and questioning techniques
- features, control functions and operating procedures for electronic communications equipment used in the forest and wood products industry
- procedures for small informal group activities and meetings in the workplace appropriate to job tasks and work site
- types, formats and purposes of print and electronic workplace forms and documents appropriate to job tasks and work site
- purpose, types and meanings of visual and aural communication used in the forest and wood products industry and appropriate to job tasks and work site:

- workplace signs and symbols
- workplace aural signals
- workplace hand signals
- basic principles of effective working relationships
- individual, social and cultural differences that occur in the workplace.

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - skills must be demonstrated in a forest and wood products industry workplace or an environment that accurately represents workplace conditions
- resources:
 - electronic communication equipment
 - workplace forms and documents
 - workplace signs and symbols
 - access to small informal group activity or meeting convened to consider a workplace matter
- specifications:
 - workplace communication procedures
 - manufacturer manuals for electronic communication equipment
 - workplace guides on signs and symbols
 - workplace guides on aural and hand signals.

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

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47>