



Australian Government

Assessment Requirements for ICPSUP2620 Communicate in the workplace

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with ICP Printing and Graphic Arts Training Package Version 4.0.

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of the unit, including evidence of the ability to:

- prepare and deliver a simple presentation for at least two other individuals
- complete at least two workplace documents
- communicate with at least one client according to enterprise procedures.

In the course of the above, the candidate must:

- use industry terminology in verbal and written interactions
- gather, organise and convey written documents according to enterprise procedures.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- grammar, spelling, diction and pronunciation required for routine workplace communications
- enterprise procedures for:
 - locating and storing workplace information
 - referrals between client and required personnel
- enterprise communication protocols regarding addressing and greeting colleagues and clients
- presentation techniques and tools, including gathering and organising information
- enterprise customer services practices.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the area of work.

This includes access to:

- a production environment as required to demonstrate the performance evidence.

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

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a74b7a0f-a253-47e3-8be0-5d426e24131d>