



Australian Government

ICPSUP2620 Communicate in the workplace

Release: 1

ICPSUP2620 Communicate in the workplace

Modification History

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

Application

This unit describes the skills and knowledge required to participate in effective workplace written and spoken communication.

It applies to individuals who perform a range of mainly routine tasks using limited practical skills and fundamental knowledge in a defined context. Individuals demonstrate oral and written communication skills when interacting with colleagues and clients. They generally work under direct supervision.

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

Unit Sector

Support

Elements and Performance Criteria

ELEMENT	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 Identify audience and purpose of workplace communication 1.2 Select method of communication to convey information 1.3 Plan content of communication according to required outcomes
2. Undertake routine workplace communication	2.1 Make queries to required personnel regarding work processes 2.2 Locate and store information according to required workplace procedures 2.3 Complete required workplace documentation 2.4 Convey views in job related presentations
3. Participate in group workplace	3.1 Interact with others in a professional and supportive manner 3.2 Participate in group discussion and contribute to an agreed goal

ELEMENT	PERFORMANCE CRITERIA
communication	according to workplace meeting procedures 3.3 Follow and confirm group decisions
4. Interact with clients	4.1 Communicate with internal and external clients about simple routine matters 4.2 Use required forms of greeting, identification and address according to enterprise protocols 4.3 Clarify, query and note needs of the client as required 4.4 Follow referral processes to establish contact between client and required personnel 4.5 Exercise discretion and confidentiality according to enterprise procedures 4.6 Take required follow-up steps according to enterprise customer service practices

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	Interprets text in job specifications and follows written instructions
Writing	Records numerical and key information related to outcomes of the job
Oral Communication	Uses vocabulary relevant to role and context to convey or clarify information
Self-management	Determines responsibilities of own role and identifies how they relate to others in the workplace context
Teamwork	- Establishes connections with a number of people in immediate work context, using some accepted practices for building rapport - Cooperates with others to achieve results in immediate work context - Adapts personal communication style to build a positive working relationship and shows respect for opinions, values and needs of others
Planning and Organising	Plans simple routine tasks with familiar goals and outcomes, taking responsibility for decisions regarding sequencing and timing

Unit Mapping Information

Supersedes and is equivalent to ICPSUP262 Communicate in the workplace.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for ICPSUP2620 Communicate in the workplace

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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.

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