



Australian Government

Assessment Requirements for ICPSUP262 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 1.0.

Performance Evidence

Evidence of the ability to:

- gather, record, convey, organise and store simple written documents logically and in accordance with workplace requirements
- complete workplace documents clearly, accurately and within required timelines
- provide and follow simple verbal and non-verbal instructions, taking into account safe work practices
- use relevant industry terminology in verbal and written interactions
- communicate with colleagues in a manner suitable to the work environment
- interact with clients about simple matters according to enterprise practices.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline why grammar, spelling, diction and pronunciation are important in workplace communications
- explain the requirements for locating and storing workplace information
- outline the enterprise customer services practices
- summarise the workplace documents that can provide assistance with task requirements.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the Support field of work and include access to special purpose tools, equipment and materials.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

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