



Australian Government

Assessment Requirements for ICPSUP4620 Facilitate communication 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 this unit, including evidence of the ability to:

- monitor and evaluate at least three client interactions and provide feedback to peers
- facilitate at least one group meeting with a structured agenda
- evaluate enterprise communication and client management processes and suggest and implement at least one improvement.

In the course of the above, the candidate must:

- prepare written material that is formatted according to enterprise requirements
- provide feedback to others on the effectiveness of their communication.

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:

- regulatory requirements and enterprise procedures for all forms of workplace communication
- communication issues that may arise in an enterprise and their resolution methods
- techniques to facilitate effective workplace discussions
- enterprise procedures for:
 - locating and storing workplace information
 - client referral process
- key principles of cross-cultural communication and communication with individuals requiring special needs and disabilities
- communication challenges and strategies to manage, including:
 - client and supplier conflicts
 - team member disputes
 - work health and safety risks and hazards

- unethical or inappropriate behaviour
- enterprise hierarchy of information and escalation procedures
- enterprise customer service 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.

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>