



Australian Government

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.

Application

This unit describes the skills and knowledge required to facilitate and plan communication in the printing and graphic arts workplace.

It applies to individuals who plan and organise communications, coordinate team participation and meetings and represent team or enterprise views. They generally work at a supervisory or middle management level in the workplace and may provide some leadership and hold some responsibility over other workers.

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. Supervise workplace communication	1.1 Identify communication requirements and target audiences 1.2 Identify, select and share workplace communication processes 1.3 Monitor and modify communication of self and others according to enterprise requirements and target audience
2. Facilitate team meetings	2.1 Identify requirements of group meeting according to target audience 2.2 Adjust communication methods to reflect diversity in target audience 2.3 Schedule and coordinate group meetings according to meeting requirements

	2.4 Communicate information according to meeting and enterprise requirements 2.5 Use active listening and questioning techniques to clarify issues
3. Manage enterprise communication processes	3.1 Record meeting outcomes and confirm details of future meetings according to workplace requirements 3.2 Convey decisions, outcomes and actions to designated personnel 3.3 Collect and provide information on team communication to support team participation
4. Manage client relationships	4.1 Implement and evaluate enterprise client communication protocols 4.2 Monitor client interactions and participate as required 4.3 Provide personnel with training to improve client communication practices as required 4.4 Implement and manage client referral process 4.5 Confirm communication meets enterprise confidentiality requirements and undertake action as required

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
Oral communication	Conveys complex information according to enterprise communication protocols in a range of contexts
Writing	Presents complex written information with specialised vocabulary to a range of audiences
Problem solving	Evaluates barriers to communication and develops responses to eliminate them in routine and unfamiliar situations
Self-management	Identifies purpose of own role and autonomously follows associated responsibilities to contribute to organisational goals

Unit Mapping Information

No equivalent unit.

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 ICPSUP4620 Facilitate communication 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 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

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