



Australian Government

Department of Education, Employment and Workplace Relations

ICPSU262C Communicate in the workplace

Revision Number: 1

ICPSU262C Communicate in the workplace

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to participate in clear and logical workplace communication including, written and spoken communication
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Application of the Unit

Application of the unit	This unit covers the basic communication skills required to function effectively in the workplace.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Convey and handle information	1.1. Gather, record and convey simple and routine information in a workplace related context 1.2. Personal interaction is courteous in a workplace related context 1.3. Queries are made clearly and concisely in a workplace related context 1.4. Correct procedures for location and storage of information are employed and the particular workplace practices are adhered to 1.5. Information is organised clearly, concisely and logically and complies with workplace practices 1.6. Workplace documents are completed clearly and accurately within a specified time 1.7. Time is used efficiently in a workplace related context
2. Give and follow simple routine instructions	2.1. Safe work practices are incorporated in the instructions 2.2. Instructions are accurate, clear, concise, comprehensive and are consistent with the skills of the receiver 2.3. Appropriate methods of instruction are selected 2.4. Interaction with others is efficient, effective, responsive, courteous and supportive 2.5. Prescribed sequences are adhered to in a workplace related context 2.6. Routine checking of own and others' performance is exercised 2.7. Task is carried out in a workplace related context
3. Participate in small informal work groups	3.1. Interaction is supportive, efficient, effective and courteous 3.2. Participation in discussions takes place in a workplace related context 3.3. Contributions are constructive in terms of the goal 3.4. Group decisions are understood and confirmed
4. Interact with clients	4.1. Interact with clients within, and external to, an organisation about simple routine matters 4.2. Interaction is consistent with the needs of the organisation and the organisation is presented in a positive and client-centred way

ELEMENT	PERFORMANCE CRITERIA
	4.3. Correct forms of greeting, identification and address are used according to enterprise practices 4.4. The needs of the client are clarified and noted where appropriate 4.5. Referral processes are followed to establish contact between client and appropriate personnel 4.6. Discretion and confidentiality are exercised where appropriate 4.7. Appropriate follow-up steps are taken according to enterprise customer service practices

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- OHS in relation to operating machinery such as safely switching off machinery before cleaning is started
- communication of ideas and information by understanding and accurately completing job tickets
- collecting, analysing and organising information by reading and understanding and correctly applying the content of machine manuals
- teamwork when participating in work group discussions and effectively and courteously interacting with others during work

Required knowledge

- grammar and spelling
- correct use of relevant industry terminology
- diction and pronunciation
- understanding job specifications
- comprehension
- summarising

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: - communicating clearly and precisely in a manner suitable to the work environment - demonstrate an ability to find and use information relevant to the task from a variety of information sources - written documents and oral reports and reports from colleagues - evidence for assessment may be gathered from assessment of the unit of competency alone or through an integrated assessment activity.
Context of and specific resources for assessment	Assessment must ensure: assessment may take place on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Context may include:	this unit applies to both the production environment and the office environment.
Range of communication may include:	range of written and spoken communication within the workplace and with clients including telephone, face to face, electronic media and documents.

Unit Sector(s)

Unit sector	
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Competency field

Competency field	Support
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Co-requisite units

Co-requisite units	