



Australian Government

Assessment Requirements for MEM16011 Communicate with individuals and small groups

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MEM16011A Communicate with individuals and small groups

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy the requirements of the elements and performance criteria on at least two (2) occasions and include:

- following work instructions, standard operating procedures (SOPs) and safe work practices
- identifying communication types within the enterprise
- selecting appropriate enterprise networks for communication
- selecting and using various communication channels and codes in communicating to specific audiences
- communicating effectively using appropriate communication activities
- respecting and considering diversity within the audience
- obtaining feedback and assessing outcomes against communication objectives
- identifying communication barriers and implementing strategies to overcome them.

Knowledge Evidence

Evidence required to demonstrate the required knowledge for this unit must be relevant to and satisfy the requirements of the elements and performance criteria and include knowledge of:

- safe work practices and procedures
- communication process, stages and roles
- communication types and networks
- verbal and non-verbal channels - advantages and disadvantages
- verbal and non-verbal codes - advantages and disadvantages
- principles, strategies and conventions for interpersonal, mediated and group communication
- benefits of diversity in the workplace
- communication skills for sender and receiver
- communication blockages, barriers and breakdowns and strategies for overcoming them
- individual differences between communicators and strategies for effective communication
- establishing communication climate.

Assessment Conditions

- Assessors must:
 - have vocational competency in communicating with individuals and small groups at least to the level being assessed with relevant industry knowledge and experience
 - satisfy the assessor requirements in the *Standards for Registered Training Organisations 2015* or its replacement and comply with the *National Vocational Education and Training Regulator Act 2011*, its replacement or equivalent legislation covering VET regulation in a non-referring state/territory as the case requires
- Where possible assessment must occur in operational workplace situations. Where this is not possible or where personal safety or environmental damage are limiting factors, assessment must occur in a sufficiently rigorous simulated environment that reflects realistic operational workplace conditions. This must cover all aspects of workplace performance, including environment, task skills, task management skills, contingency management skills and job role environment skills
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications
- Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>