



Australian Government

MEM16011 Communicate with individuals and small groups

Release: 1

MEM16011 Communicate with individuals and small groups

Modification History

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

Application

This unit of competency defines the skills and knowledge required to communicate effectively in interpersonal, mediated and group settings during a range of common workplace activities.

This unit includes written communication by letter, short memorandum or report.

Where basic research and structured report writing is required, Unit MEM16009 Write reports should also be selected.

Where research and analysis is required, Unit MEM16009 Research and analyse engineering information should also be selected.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Band: B

Unit Weight: 2

Pre-requisite Unit

MEM13015	Work safely and effectively in manufacturing and engineering
MEM16006	Organise and communicate information

Competency Field

Communication

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Plan and prepare communication	1.1	Follow standard operating procedures and comply with work health and safety (WHS) requirements at all times
		1.2	Identify communication types and networks within the

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enterprise

- 1.3 Follow enterprise conventions, policies and procedures when planning and preparing communication activities
- 1.4 Select communication channels and codes appropriate to objectives, circumstances and receivers
- 1.5 Plan communication and structure to promote the accurate transfer of meaning
- 1.6 Establish communication setting and climate appropriate to purpose and content of message
- 1.7 Prepare or obtain required resources

2 **Communicate effectively in interpersonal, mediated and group settings**

- 2.1 Apply effective communication skills, strategies and principles to communication activity
- 2.2 Use verbal and non-verbal language appropriate to the topic, sensitivities and technical understanding of the persons being addressed
- 2.3 Respect and consider individual differences
- 2.4 Adhere to purpose and objectives of communication
- 2.5 Encourage participation in communication
- 2.6 Follow conventions, rules, policies and procedures during communication activity

3 **Evaluate communication**

- 3.1 Obtain feedback regarding the effectiveness of the communication activity
- 3.2 Assess outcomes against communication objectives and selected channels and codes
- 3.3 Identify communication barriers and determine and implement strategies for overcoming barriers

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Communication types include one (1) or more of the following:

- upward:
 - reporting
 - suggestions
 - grievances
- downward:
 - policy and procedures
 - job instruction
 - feedback
 - information sharing
- horizontal:
 - task coordination
 - conflict resolution
 - discussion
 - problem solving
 - information sharing

Communication networks include one (1) or more of the following:

- hierarchies
- patterns or clusters of personnel
- enterprise conventions, protocols and procedures for communication

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Communication channels and codes include one (1) or more of the following:

- written
- verbal:
 - spoken
 - visual
 - sound media
- non-verbal:
 - visual
 - sound
 - touch
 - taste and smell and combinations of these
- codes that give mutual meaning to a message:
 - verbal (spoken or written language)
 - non-verbal (symbols, emblems, body language)

Effective communication skills, strategies and principles include one (1) or more of the following:

- questioning and clarifying
- speaking and conversation skills
- effective and active listening
- reading and comprehension skills
- giving and receiving feedback
- giving and interpreting verbal and non-verbal messages
- using the telephone and similar mediated channels
- establishing communication climate
- basic conflict resolution
- seeking and acknowledging contribution
- agreeing on communication protocols
- clarifying the purpose of the communication activity
- principles and protocols for informal and formal meetings
- principles and protocols for speaking to a group
- group discussion strategies, principles and protocols
- interpersonal strategies and principles

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Communication activities include one (1) or more of the following:

- letters, memos or emails
- telephone calls
- meetings
- individual discussion
- task coordination
- information sharing
- small group discussions
- writing reports
- counselling co-workers
- resolving issues or routine conflicts
- talks or speeches

Individual differences include one (1) or more of the following:

- ethnicity
- age
- gender
- ability / disability
- opinions / beliefs
- sexual orientation
- language
- status in the organisation
- level of expertise

Unit Mapping Information

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

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for MEM16011 Communicate with individuals and small groups

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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.

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