



Australian Government

MSMSUP102 Communicate in the workplace

Release: 2

MSMSUP102 Communicate in the workplace

Modification History

Release 2. Equivalent. Minor edits for improved clarity. Range of conditions removed. Assessment conditions updated.

Release 1. Supersedes and is equivalent to MSAPMSUP102A Communicate in the workplace.

Application

This unit describes the skills and knowledge required to receive, relay and record written and oral messages and to provide relevant information in response to requests within timelines.

This unit applies to personnel who are required to communicate clearly and accurately to record messages, seek clarification, access needed information, relay information to other people and complete workplace documentation.

This unit applies to all work environments.

No licensing or certification requirements exist at the time of publication. Relevant legislation, industry standards and codes of practice within Australia must also be applied.

Pre-requisite Unit

Nil

Unit Sector

Support

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Receive and relay messages	1.1 Receive message and confirm understanding 1.2 Accurately record the message 1.3 Relay message accurately to appropriate person or section within designated timelines
2. Interpret messages	2.1 Clarify message if necessary 2.2 Take appropriate action 2.3 Respond to communication problems

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
3. Respond to request for information	3.1 Acknowledge the request for information and clarify understanding 3.2 Access information from appropriate sources 3.3 Relay information to appropriate person or section in a manner appropriate for the receiver
4. Complete workplace forms	4.1 Select appropriate form 4.2 Assemble information required for form 4.3 Complete workplace form 4.4 Submit workplace form

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

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

Unit Mapping Information

Release 2. Supersedes and is equivalent to MSAPMSUP102A Communicate in the workplace.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=d1287d36-dff4-4e9f-ad2c-9d6270054027>

Assessment Requirements for MSMSUP102 Communicate in the workplace

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Performance Evidence

There must be evidence the candidate has completed the tasks outlined in the elements and performance criteria of this unit, and:

- received, recorded and relayed messages, including:
 - listening attentively and asking questions to confirm understanding
- responded to at least one request for information in accordance with procedures, including:
 - using clear and concise language in both verbal and written communication
- completed workplace forms legibly and accurately

Knowledge Evidence

There must be evidence the candidate has knowledge of:

- sources of information
- communication equipment
- organisation procedures, including:
 - telephone and communications protocols and/or procedures
 - documentation and record keeping
- types and meaning of workplace codes, numbers, symbols, signs and colours typically used in the work environment
- types, purpose and importance of workplace documentation
- workplace expectations for acceptable language and tone, including swearing, level of formality, courteousness and respect for diversity
- challenges in communicating with people from culturally and linguistically diverse (CALD) backgrounds in the workplace and possible strategies
- communication problems and corrective actions relevant to own role
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Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions and contingencies. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
 - workplace documentation and/or information
 - workplace forms.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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