



Australian Government

MSTCL3014 Interact and communicate with garment production personnel

Release: 1

MSTCL3014 Interact and communicate with garment production personnel

Modification History

Supersedes and is equivalent to LMTCL3014B Interact and communicate with garment production personnel

Application

This unit of competency covers the skills and knowledge required to interact and communicate with others in the garment production process to ensure production outcomes are achieved.

The unit applies to implementing techniques to interact and communicate effectively with others, including applying knowledge of the information requirements of other production personnel.

Work may be conducted in small to large scale enterprises and may involve individual and team activities.

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

Pre-requisite Unit

Nil

Competency Field

Clothing production

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1 Determine job requirements

- 1.1 Follow standard operating procedures (SOPs)
- 1.2 Comply with work health and safety (WHS) requirements at all times
- 1.3 Use appropriate personal protective equipment (PPE) in accordance with SOPs

		1.4	Identify job requirements from specifications, drawings, job sheets or work instructions
2	Prepare to implement workplace communication practices	2.1	Identify roles of different production personnel
		2.2	Identify routine workplace communication channels and tools, and apply workplace procedures
		2.3	Identify communication protocols of different garment production personnel
		2.4	Identify workplace interaction and communication practices and quality standards
3	Communicate production-related information	3.1	Identify objectives and benefits of communicating production-related information effectively
		3.2	Use appropriate communication tools
		3.3	Routinely use language and terminology that is appropriate to production process when interacting with work team, to ensure required meaning is accurately communicated
		3.4	Seek and respond to feedback to ensure communication in relaying production concepts and requirements is effective
		3.5	Seek assistance from appropriate personnel to resolve any difficulties that arise in communication
		3.6	Document outcomes of communication and information received according to workplace procedures and maintain records

Foundation Skills

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

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.

Workplace procedures include one or more of the following:

- requirements prescribed by legislation, awards, agreements and conditions of employment
- SOPs
- work instructions
- PPE
- oral, written and visual communication
- quality practices, including responsibility for maintenance of own work quality and contribution to quality improvement of team or section output
- housekeeping
- tasks related to environmental protection, waste disposal, pollution control and recycling
- WHS practices

Australian Standards include:

- the relevant industry or Australian Standards that are current at the time this unit is being undertaken

Production personnel include one or more of the following:

- patternmakers
- designers
- cutters
- pressers
- despatch personnel
- machinists
- supervisors

Communication channels and tools include one or more of the following:

- sketches, drawings, illustrations and photographs
- samples of fabrics and garments
- written descriptions and instructions
- specification sheets
- storyboards
- meetings
- computers, internet and email
- databases

- Protocols include one or more of the following:**
- specific formats
 - timing and content of communication required by others performing related garment production processes
- Quality standards include one or more of the following:**
- accepted formats for presenting ideas and concepts
 - standards of presentation for drafts and final versions
 - layout and content
- Objectives of effective communication for production include one or more of the following:**
- clarify production processes
 - suggest improvements to processes, patterns or designs
 - convey information about production
 - report difficulties or problems
 - handover production to next process
- Interacting and communicating includes one or more of the following:**
- face to face
 - by telephone
 - writing
- Appropriate personnel includes one or more of the following:**
- supervisor
 - work colleagues
 - colleagues with specific and relevant expertise

Unit Mapping Information

Supersedes and is equivalent to LMTCL3014B Interact and communicate with garment production personnel

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a203ec5c-de7d-406b-b3e1-8f1a9b76e92e>

Assessment Requirements for MSTCL3014 Interact and communicate with garment production personnel

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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, and include:

- reading and following work instructions, standard operating procedures (SOPs), safe work practices
- applying relevant standards
- using appropriate industry terminology and language
- interacting with production personnel to achieve agreed outcomes
- applying an understanding of the objectives of effective communication on production, and roles and information needs of different production personnel on at least two (2) occasions
- using different communication tools and channels as appropriate
- seeking and responding to appropriate feedback to ensure communication in relaying production concepts and requirements is effective
- seeking assistance from appropriate personnel to resolve any difficulties that arise in communication
- documenting outcomes of communication and information received according to workplace procedures, and maintaining records.

Knowledge Evidence

Evidence must be provided that demonstrates knowledge of:

- safe work practices and procedures and use of personal protective equipment (PPE)
- relevant Australian Standards
- workplace communication practices and quality standards
- benefits of effective communication
- accepted ways of communicating information in the workplace
- roles of different production personnel
- ways to effectively manage information
- uses of a variety of communication tools
- quality standards and practices
- workplace procedures
- recording and reporting practices.

Assessment Conditions

- Assessors must:
 - satisfy the assessor competency requirements that are in place at the time of the assessment, as set by the VET regulator
 - have vocational competency in interacting and communicating with garment production personnel, at least to the level being assessed, with relevant industry knowledge and experience.
- Assessment should 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 reflecting 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.
- 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.
- Conditions for assessment must include access to all tools, equipment, materials and documentation required, including relevant workplace procedures, product and manufacturing specifications associated with this unit.

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