



**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 | <b>Determine job requirements</b> | 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 | <b>Prepare to implement workplace communication practices</b> | 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 | <b>Communicate production-related information</b>             | 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

|                                                                                                   |                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Protocols include one or more of the following:</b>                                            | <ul style="list-style-type: none"><li>• specific formats</li><li>• timing and content of communication required by others performing related garment production processes</li></ul>                                                                                                   |
| <b>Quality standards include one or more of the following:</b>                                    | <ul style="list-style-type: none"><li>• accepted formats for presenting ideas and concepts</li><li>• standards of presentation for drafts and final versions</li><li>• layout and content</li></ul>                                                                                   |
| <b>Objectives of effective communication for production include one or more of the following:</b> | <ul style="list-style-type: none"><li>• clarify production processes</li><li>• suggest improvements to processes, patterns or designs</li><li>• convey information about production</li><li>• report difficulties or problems</li><li>• handover production to next process</li></ul> |
| <b>Interacting and communicating includes one or more of the following:</b>                       | <ul style="list-style-type: none"><li>• face to face</li><li>• by telephone</li><li>• writing</li></ul>                                                                                                                                                                               |
| <b>Appropriate personnel includes one or more of the following:</b>                               | <ul style="list-style-type: none"><li>• supervisor</li><li>• work colleagues</li><li>• colleagues with specific and relevant expertise</li></ul>                                                                                                                                      |

## 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>