



Australian Government

Department of Education, Employment and Workplace Relations

PRMCL41A Apply basic communication skills

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit descriptor

This unit of competency covers the skills and knowledge required to apply basic verbal, non-verbal and written communication skills for effective interaction with clients and colleagues in the cleaning industry. It requires the ability to facilitate an accurate exchange of information, interpret and follow routine instructions, and demonstrate appropriate communication techniques when working with others from different backgrounds. This work would be carried out under direct supervision within organisational guidelines.

Application of the Unit

Not Applicable

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Not Applicable

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Receive and relay information	1.1 Demonstrate verbal <i>information</i> is received, understood and acknowledged in accordance with <i>company requirements</i> 1.2 Demonstrate written or pictorial <i>information</i> is received, understood and acknowledged in accordance with <i>company requirements</i> 1.3 Demonstrate numerical and measurement calculations are received, understood and acknowledged in accordance with <i>company requirements</i> 1.4 Discuss and relay information in a clear and concise manner using appropriate <i>communication techniques</i> 1.5 Demonstrate simple routine workplace documentation is completed accurately to meet <i>work order</i> and <i>company requirements</i>
2 Work with others	2.1 Discuss with colleagues workplace information to achieve individual and team goals and to meet <i>company requirements</i> 2.2 Discuss with <i>appropriate person(s)</i>, possible problems that may arise in accordance with <i>company requirements</i> 2.3 Contribute to positive workplace relations in accordance with <i>company requirements</i> 2.4 Communicate in a courteous manner that considers <i>social and cultural differences</i>

Required Skills and Knowledge

Refer to Evidence Guide

Evidence Guide

EVIDENCE GUIDE

The evidence guide identifies the requirements to be demonstrated to confirm competence for this unit. Assessment must confirm sufficient ability to use appropriate skills and knowledge to apply basic communication skills. Assessment of performance should be over a period of time covering all categories within the range statement identified as applicable in the learning environment.

Critical aspects of competency

- Communicate effectively on a one-to-one and group basis in both verbal and written modes.
- Receive and relay verbal, non-verbal, written and/or pictorial information in a clear, concise and accurate manner that reflects sensitivity to individual social and cultural differences.
- Understand and acknowledge company and legislative/regulatory requirements.

Knowledge needed to achieve the performance criteria

Knowledge and understanding are essential to apply this unit in the workplace, to transfer the skills to other contexts and to deal with unplanned events. The knowledge requirements for this unit are listed below.

- Awareness of legislation and regulations.
- OHS issues and requirements.

Specific skills needed to achieve the performance criteria

To achieve the performance criteria, some complementary skills are required. These are:

- communicating clearly and concisely using written and verbal modes
- customer service
- performing the mathematical calculations required for the dilution and mixing of chemicals as specified on material safety data sheets
- reading and responding appropriately to directions and safety instructions in equipment manuals and MSDS and on chemical labels
- requesting advice or further information
- seeking and receiving feedback
- working on an individual basis and within a team.

Other units of competency that could be assessed with this unit

Competence in this unit may be assessed in conjunction with:

- PRMCL40A Prepare for work in the cleaning industry
- PRMCMN101A Follow workplace safety arrangements.

Resources required to assess this unit

The following resources should be available:

- access to a suitable work site or venue
- access to suitable equipment and chemicals
- access to personal protective equipment
- access to equipment operating manuals and MSDS
- work order instructions and work plans
- assessment instruments, including personal planner and assessment record book.

Gaining evidence to assess this unit

For valid and reliable assessment of this unit, the competency should be demonstrated over a period of time and be observed by the assessor.

The competency is to be demonstrated in a range of situations that may include customer/workplace interruptions and involvement in related activities normally experienced in the workplace.

Assessment of competency may be made through practical demonstration in the work environment or in a simulated work environment.

Key competency levels

There are a number of processes that are learnt throughout work and life that are required in all jobs. They are fundamental processes and generally transferable to other work functions.

Some of these are covered by the key competencies, although others may be added.

Information below highlights how these processes are applied in this unit of competency.

- | | | |
|------------------------------|---|---|
| 1 Perform the process | 2 Perform and administer the process | 3 Perform, administer and design the process |
|------------------------------|---|---|

How can communication of ideas and information be applied?	1	Confirm own role and responsibilities with colleagues and supervisors to ensure compliance with work order and company requirements such as OHS.
How can information be collected, analysed and organised ?	1	Collect and analyse information regarding work site in line with company procedures.
How are activities planned and organised ?	1	Organise and prioritise work tasks to meet work order and company requirements.
How can teamwork be applied?	1	Provide support and assistance to team members to complete work tasks within designated timelines and to meet company requirements.
How can the use of mathematical ideas and techniques be applied?	1	Calculate area(s) to be cleaned and measure and carry out chemical applications.
How can problem-solving skills be applied?	1	Discuss with management/clients/site managers, supervisors and team members how to help solve problems that may arise.
How can the use of technology be applied?	1	Record data for future use such as stock control.

Range Statement

RANGE STATEMENT

The range statement links the required knowledge and organisational and technical requirements to the workplace context. It describes any contextual variables that will be used or encountered when applying the competency in work situations. It allows for different work practices and work and knowledge requirements as well as for differences between organisations and workplaces. The following variables are listed in alphabetical order and may be present for this particular unit.

Appropriate person(s) may include:

- colleagues
- managers
- supervisors
- workplace trainer.

Communication techniques may include:

- active listening to clarify and confirm understanding
- constructive feedback
- control of tone of voice and body language

- culturally aware/sensitive use of language and concepts
- demonstrating flexibility
- non-verbal positive actions
- questioning to clarify and confirm understanding
- two-way interaction
- use of positive, confident and cooperative language.

Company requirements may include:

- client service standards
- communication channels and reporting procedures
- company goals, objectives, plans, systems and processes
- company issued identification badge/card/pass
- company policy and procedures
- company service standards
- dress and presentation requirements
- duty of care, code of conduct, code of ethics
- emergency response and evacuation procedures
- OHS policies and procedures
- personnel practices and guidelines
- policies and procedures relating to own role, responsibility and delegation
- quality and continuous improvement processes and standards
- records and information systems and processes
- rights and responsibilities of employees and employers
- training (induction, refresher and new skills) materials
- work site access security clearance procedures.

Information may include:

- activity reports
- legislative and OHS requirements
- memoranda
- notices
- pictorial signs
- rights and responsibilities of employees
- verbal or non-verbal language
- written work orders.

Social and cultural differences may be expressed in:

- beliefs, values and practices
- conventions of gender
- cultural stereotypes
- food, diet
- language
- religious and spiritual observances
- social conventions
- traditional practices and observations.

Work order information may include:

- access to work site and egress points
- completion times/dates

- insufficient people to complete the work task(s)
- job requirements and tasks
- legislative requirements and local government
- OHS requirements and emergency response procedures
- resource requirements - equipment and chemicals
- specific client requirements e.g. relationships with other activities, dress and presentation requirements
- use of signage and barriers
- work schedules
- working in isolated and remote locations
- work site contact person(s).
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Unit Sector(s)

Not Applicable

Functional Area:

Functional Area: Core. Cleaning Operations