



Australian Government

Assessment Requirements for PSPGEN002 Use routine workplace communication techniques

Release: 1

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Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- speaking and listening relating to routine communication exchanges
- eliciting and giving factual information
- clarifying meaning, exploring issues and problem solving or referral
- listening for relevant information from oral discussions
- taking personal notes
- observing and reading non-verbal cues especially those relating to culture, ethnicity, emotional state
- using communication technology including telephones, computers with audio, message bank, answering machines, email, short message service, pagers

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- public sector legislation including work health and safety and environment, regulations, policies, procedures and guidelines relating to workplace communication in the public sector
- principles of effective communication
- knowledge of organisation processes
- procedures manuals for dealing with enquiries
- channels of communication

- organisational etiquette for oral communication
- conflict resolution techniques

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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