



Australian Government

PSPGEN002 Use routine workplace communication techniques

Release: 1

PSPGEN002 Use routine workplace communication techniques

Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPGOV202B Use routine workplace communication techniques. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to apply communication techniques for interacting with internal and external clients in the workplace. It includes handling routine enquiries, following and relaying routine instructions and engaging in workplace discussions.

This unit applies to those working as generalist or specialist public sector workers but may be applied to other similar roles.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work under supervision and in a team environment while performing routine tasks in mostly familiar contexts.

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

Competency Field

General

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe	Performance criteria describe the performance needed to demonstrate

the essential outcomes	achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Handle routine enquiries	1.1 Respond to enquiries and record details. 1.2 Determine urgency of the enquiry and respond or refer the matter promptly. 1.3 Employ effective listening and speaking skills including confirming understanding. 1.4 Reflect an understanding of individual differences in spoken and non-verbal communication to meet the expected standards of the workplace. 1.5 Resolve or refer problems. 1.6 Make and store records of verbal enquiries and resulting action.
2. Follow and relay routine instructions	2.1 Action instructions within the timeframe and to the standard required by the workgroup and/or team leader. 2.2 Refer difficulties in understanding instructions for clarification. 2.3 Make notes of oral instructions, the intent and outcomes required, and the timeframe for completion, and use them to carry out instructions at a later date when required. 2.4 Note and relay instructions for others, and provide feedback on successful relating of requirements. 2.5 Use established communication channels as required.
3. Engage in workplace discussions	3.1 Use oral interactions with other staff to exchange information, explore issues and solve routine problems. 3.2 Participate in and contribute to formal and informal meetings in accordance with personal knowledge and meeting requirements. 3.3 Observe meeting protocols and encourage colleagues to participate where relevant. 3.4 Raise issues and ideas which affect work within the group with the appropriate person. 3.5 Refer unresolved conflicts which affect work in the group through the appropriate channel.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels as indicated for successful attainment of the unit.

ACSF Levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning NA					Reading NA					Writing					Oral communication					Numeracy NA				

Performance variables:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide on the GSA website.

Unit Mapping Information

This unit supersedes and is equivalent to PSPGOV202B Use routine workplace communication techniques.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for PSPGEN002 Use routine workplace communication techniques

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>

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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